



Bayhealth Milford Memorial Hospital Community Health Needs Assessment

Sussex County, Delaware

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I. Executive Summary

Bayhealth Medical Center is Delaware's largest healthcare system in central and southern Delaware. Bayhealth's mission is to improve the health status of all members of our community. As a not-for-profit organization, Bayhealth invests its margin back into facilities, equipment, physician and staff training, community outreach and education to meet the health needs of the communities we serve.

Bayhealth is comprised of Kent General and Milford Memorial hospitals, numerous satellite facilities and many employed physician practices encompassing a variety of specialties. Bayhealth is a licensed 434 bed healthcare system with two acute care hospitals: Bayhealth Kent General Hospital (266 beds) and Bayhealth Milford Memorial Hospital (168 beds). As a technologically advanced not-for-profit healthcare system, Bayhealth employs more than 3,700 employees and a medical staff of 400 physicians. In Fiscal Year 2015, Bayhealth recorded 91,494 emergency department visits, 18,755 patients admitted to acute care beds, 2,317 births, 603,671 outpatient visits and provided \$46.3 million in unreimbursed medical care to patients.

Bayhealth Milford Memorial, located on the border of Kent and Sussex Counties, has been offering quality healthcare since 1938. Milford Memorial offers a comprehensive array of services, including diagnostic imaging, family-centered birth services, cancer care, rehabilitation services, inpatient and outpatient medical, surgical care, and a 24-hour emergency department. In January 2002, a comprehensive, 12,000-square foot integrated Cancer Center opened in Milford, providing radiation, chemotherapy and physician offices in one location. Milford Memorial also offers the community a SleepCare Center; bariatric surgery; Lifestyles Fitness Center; and rehabilitation services including occupational therapy, speech pathology and cardiopulmonary rehabilitation. In 2014, Bayhealth leadership announced plans for the construction of a new health campus on a greenfield site a few miles from the existing Clarke Avenue site. Planning processes began in fall 2015 with construction expected to begin in late 2016; the health campus is expected to open in 2019.

Bayhealth Milford Memorial's history is rich in community involvement. Some examples of Bayhealth's community work include:

- Free health screenings, prevention and wellness lectures, injury prevention programs, and other community education projects.
- Financial and in-kind contributions to other not-for-profit organizations related to community benefits.
- The time spent by Bayhealth employees serving on community committees and boards related to community benefits.
- The cost of health professionals' education and training, as well as health research.
- The costs of healthcare workforce development and recruitment.

To better understand the health needs in Bayhealth's service area, Bayhealth conducted a Community Health Needs Assessment (CHNA). Bayhealth analyzed a variety of publicly reported data and gathered input from key stakeholders in Sussex County. Diligent attempts were made to collect interview and survey responses from individuals and community-based organizations to gain insight on the needs of vulnerable families in Sussex County, Delaware.

The 2016 CHNA results revealed opportunities for improvement in health promotion, disease prevention and improving access to health care in Sussex County. The Needs Assessment Team tabulated interview

and survey responses in order to prioritize identified health needs and develop implementation strategies to fulfill Bayhealth's mission.

II. Description of community served

Sussex County is located in the southern part of the state of Delaware. The county seat is Georgetown. Historically a rural farmland community, Sussex County is attempting to preserve its farmland and natural resources while effectively managing the population growth that is occurring in the county. Sussex County has a population of 206,649, making it the second largest county in the state in terms of the size of its population¹. The population has grown 31% since 2000, which is much higher than the state average rate of approximately 17.6% for the same time frame². The median age for the county in 2014 was 46 years of age, higher than the state as a whole or the U.S. median age for the same time frame. The most prevalent race in Sussex County is white (non-Hispanic), which currently represents over 82.5% of the total population³. The average education level in Sussex County is lower than the state average⁴.

Bayhealth Milford Memorial Hospital, one of two hospital facilities owned and operated by Bayhealth, opened its doors in 1938. Since that time, Milford Memorial has grown in size and services to meet the health needs of the communities served, offering a comprehensive array of services to the residents of central and southern Delaware.

Sussex County is home to three acute care hospital facilities: Bayhealth Milford Memorial, Beebe Healthcare in Lewes, and Nanticoke Health Services in Seaford. These three hospitals joined with local community and health resources to focus on one mission – to make Sussex County one of the healthiest in the nation. As part of the Healthier Sussex County Initiative, Bayhealth will focus on addressing important health issues impacting residents of Sussex County. The Healthier Sussex County Task Force has identified its top three community health needs:

- Obesity
- Lung cancer
- Prostate cancer

Milford Memorial's CHNA focuses on the residents of Sussex County, the home county of the hospital. Approximately 64% of Milford Memorial's patients originate from Sussex County⁵. An additional 33 percent of patients that utilize Milford Memorial come from Kent County, a contiguous county.

Please refer to Attachment A for more information on the community served.

¹<http://quickfacts.census.gov/qfd/states/10/10005.html>

²<http://censtats.census.gov/data/DE/05010005.pdf>

³<http://quickfacts.census.gov/qfd/states/10/10005.html>

⁴<http://www.delawarehealthtracker.com/modules.php?op=modload&name=NS-Indicator&file=overview&indid=1003624000003®ionzoom=County>

⁵<http://www.dhss.delaware.gov/dhss/dph/hp/files/hosp09.pdf>

III. Who was involved in the assessment

The Community Health Needs Assessment was prepared by the Education Department at Bayhealth, with input from the Finance, Operations, and Marketing departments.

To gain feedback from persons with broad knowledge of the community served, Bayhealth sought input from community stakeholders, to include the following:

- Delaware Division of Public Health Department of Health and Social Services with sites at the following locations:
 - James W. Williams State Service Center
 - Thurman Adams State Service Center
 - Delaware Division of Public Health Office of Minority Health
 - Delaware Division of Public Health Office of Women's Health
 - Delaware Division of Public Health Nursing
 - Delaware Division of Public Health Social Services
- LaRed Health Center
- Westside Family Health Center
- PA Mid-Atlantic AIDS Training Center
- Bayhealth High School Wellness Centers, Advanced Practice Nurses
 - Lake Forest
 - Milford
 - Woodbridge
 - POLYTECH
- Community Physicians

Personal invitations were extended to community partners whose organizational activities include interaction with low-income groups. The goal was to alert Bayhealth partners with the 2016 online survey, garner their participation, and help us identify the health needs of Sussex County residents.

Please refer to Attachment B for a select list of participants in the process.

IV. How the assessment was conducted

Quantitative and qualitative analyses methods were utilized to generate a comprehensive assessment to fully understand the health needs of the community served. Quantitative analyses were conducted using the most recent data available from five primary sources:

- Delaware Health Tracker (a product of the Healthy Community Network);
- County Health Rankings & Roadmaps (a collaboration between the Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute);
- Demographic data from the Delaware Population Consortium;
- Delaware Health Statistics Center; and,
- Demographic and socioeconomic data from the U.S. Census Bureau.

To gain insight, Bayhealth reviewed available data to compare health statistics at the state and county levels to identify areas of health disparity. Based on this analysis, Bayhealth's Education Department developed discussion topics for a variety of community engagements, including interviews with key stakeholders, focus groups, and online surveys. A variety of community settings were selected with a

special emphasis on those persons and areas most impacted by health disparities. Thematic analysis identified health needs based on available quantitative data and responses from interviews and online surveys.

Attachment C includes a summary of the community engagement.

Priority Criteria and Outcomes

The criteria used to evaluate and prioritize the health needs identified through the fact-finding process included:

- The seriousness of the issue;
- The relative size of the populations affected;
- The degree to which the need particularly affected persons living in poverty or reflected health disparities;
- Alignment with Bayhealth's mission and vision; and,
- Availability of community resources to address the need.

Bayhealth conducted online surveys during April 2016. In total, 1451 people (864 Sussex County) participated by completing the online survey and providing the global perspective and insight regarding Bayhealth's community health needs. After close review of the community data and discussions with medical staff members of Bayhealth, health needs were prioritized by the Education Department. Bayhealth's administration was given the opportunity to discuss and re-prioritize as needed. The four health concerns identified as priority issues are:

- A. Mental health/substance abuse;
- B. Cancer;
- C. Obesity/nutrition; and,
- D. Diabetes.

Please refer to Attachment D for select health data analyzed as part of the assessment.

It should be noted that the assessment process identified some gaps in information. There is, for example, a need to have more information on social determinants and environmental factors and the resulting ill effects (e.g., obesity) by demographic and racial/ethnic groups in order to better understand and address the community's complex health issues.

V. Health Needs Identified

A. Mental health/substance abuse

Mental health and/or substance abuse was a topic addressed in all forums, with participants indicating that more services need to be available for individuals suffering from mental health issues and/or substance abuse problems. The need for these types of services appears to be a significant problem for low-income persons.

Table 6: Age-Adjusted Death Rate due to Suicide

Location	Status	Deaths/ 100,000 population	Source	Measurement Period
Comparison: DE State Value Period: 2007-2011				
County: Sussex		13.1	Delaware Department of Health and Social Services, Division of Public Health	2007-2011
County: Kent		11.3	Delaware Department of Health and Social Services, Division of Public Health	2007-2011
County: New Castle		10.7	Delaware Department of Health and Social Services, Division of Public Health	2007-2011

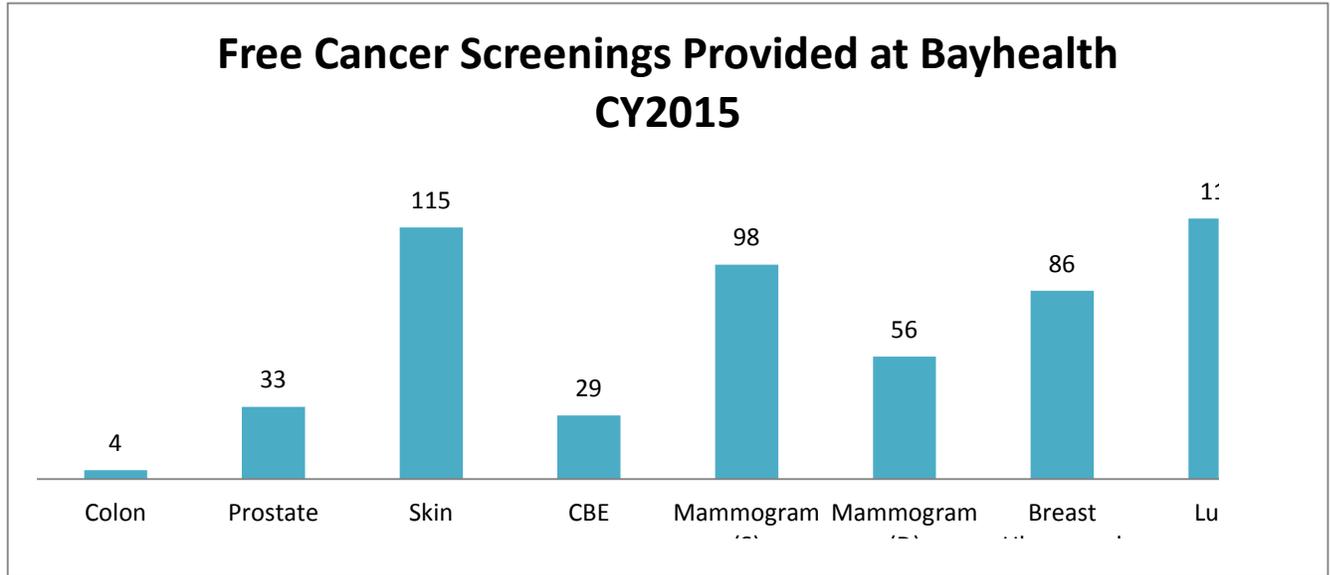
Source: <http://www.delawarehealthtracker.com/IndicatorCompare/57430cab7bccf>

B. Cancer Rates

Bayhealth has an established cancer screening, diagnosis, treatment and survivorship program. Recent national controversy regarding prostate cancer screening practices has made prostate cancer a priority for Sussex County and will be addressed in the Implementation Strategies. Data from the Delaware Health Tracker revealed incidence and mortality rates for lung cancer in Sussex County to be above the state average. These results suggest that the public needs more education on cancer prevention strategies, risk factor management, and recommended cancer screening regimens and resources. Bayhealth's Cancer Institute has an established community outreach and cancer screening program targeted to at risk populations; uninsured and underinsured. The Institute participated in numerous community outreach events in 2015. The Cancer Institute nurse navigators provide the community with education on skin, breast, colorectal, prostate, lung, and cervical cancers. (See Figure 2 for CY 2015

data.) The Institute staff also facilitates free prostate, skin and breast screenings to uninsured and underinsured patients throughout the year. Cancer Institute nurse navigators refer eligible patients to the state cancer-screening program, Screening for Life, which provides free office visits, diagnostic imaging and recommended follow-up for breast, cervical, lung, prostate and colon cancer screening.

Figure 2: CY 2015 Free Cancer Screenings at Bayhealth



Age-Adjusted Death Rate due to Lung Cancer

Location	Status	Deaths/ 100,000 population	Source	Measurement Period
Comparison: U.S. Counties				
Period: 2008-2012				
County: Sussex		54.5	National Cancer Institute	2008-2012
County: Kent		59.4	National Cancer Institute	2008-2012
County: New Castle		52.3	National Cancer Institute	2008-2012

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/57430e819f332>

Lung and Bronchus Cancer Incidence Rate

Location	Status	Cases/ 100,000 population	Source	Measurement Period
Comparison: U.S. Counties				
Period: 2008-2012				
County: Sussex		75.3	National Cancer Institute	2008-2012

County: Kent		81.1	National Cancer Institute	2008-2012
County: New Castle		67.2	National Cancer Institute	2008-2012

Age-Adjusted Death Rate due to Colorectal Cancer

Location	Status	Deaths/ 100,000 population	Source	Measurement Period
Comparison: U.S. Counties				
Period: 2008-2012				
County: Sussex		13.1	National Cancer Institute	2008-2012
County: Kent		16.3	National Cancer Institute	2008-2012
County: New Castle		15.0	National Cancer Institute	2008-2012

Age-Adjusted Death Rate due to Prostate Cancer

Location	Status	Deaths/ 100,000 males	Source	Measurement Period
Comparison: U.S. Counties				
Period: 2008-2012				
County: Sussex		20.9	National Cancer Institute	2008-2012
County: Kent		22.0	National Cancer Institute	2008-2012
County: New Castle		24.0	National Cancer Institute	2008-2012

Age-Adjusted Death Rate due to Breast Cancer

Location	Status	Deaths/ 100,000 females	Source	Measurement Period
Comparison: U.S. Counties				
Period: 2008-2012				
County: Sussex		20.2	National Cancer Institute	2008-2012
County: Kent		26.3	National Cancer Institute	2008-2012
County: New Castle		21.8	National Cancer Institute	2008-2012

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/57431a887c5fc>

C. Obesity/nutrition

Community input regarding obesity and related issues were consistent with the current Delaware Health Tracker data. Current Sussex County data indicated that a majority of residents are overweight or obese and suffer from related chronic illnesses, including diabetes, high blood pressure and high cholesterol

- Poor nutrition
- Resulting incidence of chronic disease/co-morbidities
- Sedentary lifestyle/lack of physical exercise
- Lack of free/affordable exercise locations available in Sussex County

Adults who are Obese

Location	Status	Percent	Source	Measurement Period
Comparison: DE State Value				
Period: 2012				
County: Sussex		29.4	Behavioral Risk Factor Surveillance System	2012
County: Kent		29.1	Behavioral Risk Factor Surveillance System	2012
County: New Castle		25.2	Behavioral Risk Factor Surveillance System	2012

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/574310d9c8cfc>

Adult Fruit and Vegetable Consumption

Location	Status	Percent	Source	Measurement Period
Comparison: DE State Value				
Period: 2009				
County: Sussex		26.5	Behavioral Risk Factor Surveillance System	2009
County: Kent		23.1	Behavioral Risk Factor Surveillance System	2009
County: New Castle		25.1	Behavioral Risk Factor Surveillance System	2009

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/574311b2492b9>

High Blood Pressure Prevalence

Location	Status	Percent	Source	Measurement Period
Comparison: DE State Value				
Period: 2011				
County: Sussex		38.4	Behavioral Risk Factor Surveillance System	2011
County: Kent		39.2	Behavioral Risk Factor Surveillance System	2011
County: New Castle		32.3	Behavioral Risk Factor Surveillance System	2011

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/574312915ecd>

Adults Engaging in Regular Physical Activity

Location	Status	Percent	Source	Measurement Period
Comparison: DE State Value				
Period: 2011				
County: Sussex		46.9	Behavioral Risk Factor Surveillance System	2011
County: Kent		40.5	Behavioral Risk Factor Surveillance System	2011
County: New Castle		51.2	Behavioral Risk Factor Surveillance System	2011

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743138a2ea94>

Age-Adjusted Death Rate due to Heart Disease

Location	Status	Deaths/ 100,000 population	Source	Measurement Period
Comparison: DE State Value				
Period: 2007-2011				
County: Sussex		160.8	Delaware Department of Health and Social Services, Division of Public Health	2007-2011
County: Kent		223.9	Delaware Department of Health and Social Services, Division of Public Health	2007-2011
County: New Castle		165.4	Delaware Department of Health and Social Services, Division of Public Health	2007-2011

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743146ce910b>

Age-Adjusted Death Rate due to Cerebrovascular Disease (Stroke)

Location	Status	Deaths/ 100,000 population	Source	Measurement Period
Comparison: DE State Value				
Period: 2007-2011				
County: Sussex		28.8	Delaware Department of Health and Social Services, Division of Public Health	2007-2011
County: Kent		36.7	Delaware Department of	2007-2011

			Health and Social Services, Division of Public Health	
County: New Castle		43.4	Delaware Department of Health and Social Services, Division of Public Health	2007-2011

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743146ce910b>

Recreation and Fitness Facilities

Location	Status	Facilities/ 1,000 population	Source	Measurement Period
Comparison: U.S. Value				
Period: 2012				
County: Sussex		0.14	U.S. Department of Agriculture - Food Environment Atlas	2012
County: Kent		0.08	U.S. Department of Agriculture - Food Environment Atlas	2012
County: New Castle		0.15	U.S. Department of Agriculture - Food Environment Atlas	2012

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743146ce910b>

D. Diabetes

The Board of Directors and the medical community of Bayhealth strongly believe that diabetes self-management education is an integral component for the care of people with diabetes. They support the Diabetes Wellness Center staff and their commitment to improve the health status of all members of communities within the Bayhealth service area through diabetes education and services. Based on the action plans from the 2015 review, the program objectives for 2016 are:

- To achieve 65% participant retention by offering a tiered learning diabetes education program.
- To promote diabetes education within the Bayhealth service area for the purpose of improving health outcomes.
- To maintain all requirements for ADA recognition.
- Instructional methods include lecture, group discussion, insulin pen demonstration with return demonstration, and audiovisual presentations. Participant involvement is encouraged through needs assessment, goal setting and question and answer opportunities.
- The target population for our program includes adults with diabetes (Pre-diabetes, Type 1, Type 2 and Gestational diabetes) and their families. Our service area encompasses southern New Castle County and all of Kent and Sussex Counties.

According to the 2011 Delaware Behavior Risk Factor Survey (BRFS), 9.7% of the adult population age 18 or older (66,000 people) have been diagnosed with diabetes and 7.6% (47,360 people) have reported

being told that they have pre-diabetes. The prevalence of diabetes in Delaware for adults age 18 years and above has nearly doubled in the last 17 years.

The language is predominantly English. We service a multi-ethnic rural and suburban community including African American, Hispanic, Haitian, Native American and Asian groups. This population is unique for its diversity of ethnic makeup, education levels, and socioeconomic status. Approximately 11% of the population has low literacy needs.

Age-Adjusted Death Rate due to Diabetes

Location	Status	Deaths/ 100,000 population	Source	Measurement Period
Comparison: DE State Value				
Period: 2007-2011				
County: Sussex		16.3	Delaware Department of Health and Social Services, Division of Public Health	2007-2011
County: Kent		25.2	Delaware Department of Health and Social Services, Division of Public Health	2007-2011
County: New Castle		21.9	Delaware Department of Health and Social Services, Division of Public Health	2007-2011

Adults with Diabetes

Location	Status	Percent	Source	Measurement Period
Comparison: DE State Value				
Period: 2012				
County: Sussex		12.2	Behavioral Risk Factor Surveillance System	2012
County: Kent		10.9	Behavioral Risk Factor Surveillance System	2012
County: New Castle		8.3	Behavioral Risk Factor Surveillance System	2012

Diabetes: Medicare Population

Location	Status	Percent	Source	Measurement Period
Comparison: U.S. Counties				
Period: 2014				
County: Sussex		28.7	Centers for Medicare & Medicaid Services	2014
County: Kent		33.2	Centers for Medicare & Medicaid Services	2014
County: New Castle		29.4	Centers for Medicare & Medicaid Services	2014

Diabetic Screening: Medicare Population

Location	Status	Percent	Source	Measurement Period
Comparison: U.S. Counties				
Period: 2013				
County: Sussex		89.2	County Health Rankings	2013
County: Kent		85.8	County Health Rankings	2013
County: New Castle		83.8	County Health Rankings	2013

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743184a4e40c>

VI. Community Assets Identified

The assessment identified a number of strong community assets, including Bayhealth hospitals and their community partners. Assets include:

- Health outreach/education programs
- Senior centers
- Public health departments (behavioral health and medical care)
- Community clinics providing care to uninsured/underinsured for free or on a self-pay sliding scale
- Primary care physicians and dentists
- Public school system with active associations and wellness centers, and
- Numerous religious congregations.

Please refer to Attachment E for a listing of community organizations and the services they provide.

VII. Summaries: Assessments and Priorities

Assessment data is provided in Attachment D. Attachment F lists the identified needs and describes the method of setting priorities. Bayhealth administration, with approval from the Board, committed to focus on the affirmed priorities. In summary, priority needs identified were:

1. Mental health/substance abuse;
2. Cancer;
3. Obesity/nutrition; and,
4. Diabetes.

Needs Not Addressed in 2013 CHNA

Several needs identified by survey respondents will not be address by Bayhealth. As a hospital system, Bayhealth does not have resources to impact the following:

- Transportation
- Dental services

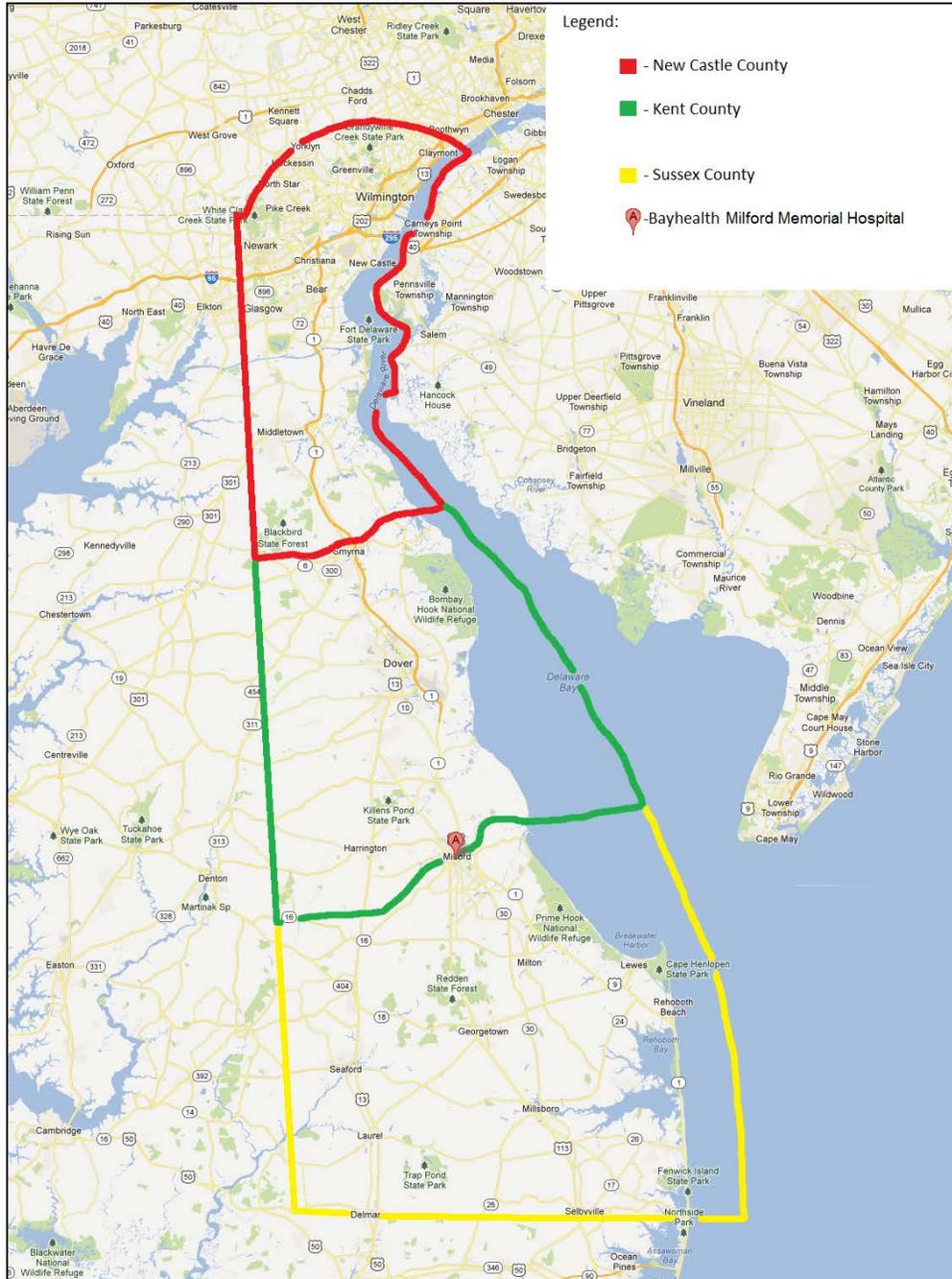
Publicly reported data from Delaware Health Tracker reveals high incidence and mortality associated with breast and colon cancer in Kent County. Bayhealth currently offers free mammograms and free colon screening to uninsured and underinsured patients. Screening for Life is a statewide program which provides free cancer screenings to citizens above Medicaid income range. Bayhealth has actively participated in these programs for over a decade, and will continue to support existing breast and colon health initiatives.

VIII. Next Steps

Bayhealth will create teams to develop and implement strategies to address identified health needs. The teams will include representatives from the needs assessment team, hospital administration, and Bayhealth's Board of Directors. These subgroups will use information from Bayhealth's strategic plan to formulate strategies to support our community's health needs. Collaboration with community partner service organizations will be an important part of the planning and implementation process to gain perspective and avoid service duplication.

Attachment A: Description of Community Served

Milford Memorial Hospital is a state licensed 168 bed hospital serving Sussex and Kent County residents. Milford Memorial is one of three acute care facilities in Sussex County. The following map reflects the location of Milford Memorial Hospital within Sussex County and the state. There are many hospitals in surrounding counties and in adjacent states serving residents from Delaware, including Sussex County.



The entire county is a designated Health Professional Shortage Area (HPSA) for primary medical care, dental care, and mental health care. There is one Federally Qualified Health Center in Sussex County: LaRed Health Center, Inc. Sussex County includes a Medically Underserved Area (MUA)⁶.

The projected population of Sussex County, by age group, is shown in the table below. As indicated, Sussex County is a relatively older county with a median age from 2007 through 2011 of 46 years of age. More than half (53%) of the county population is projected to be 45 years of age or over in 2016, as shown in the following table.

Table A1.

Population by Life stages & Gender Sussex County, 2016				
<i>Life stage</i>	<i>Male</i>	<i>Female</i>	<i>Total by Age</i>	<i>% by Age</i>
0 - 4 Early Childhood	5,740	5,695	11,435	5.3%
5 - 14 Later Childhood	12,132	11,664	23,796	11.0%
15 - 19 Adolescence	5,598	5,512	11,110	5.1%
20 - 29 Early Adulthood	11,369	10,881	22,250	10.2%
30 - 44 Young Adulthood	16,713	16,490	33,203	15.3%
45 - 59 Middle Adulthood	21,389	22,945	44,334	20.4%
60 - 74 Late Adulthood	22,675	25,402	48,077	22.1%
75+ Older Adulthood	10,111	12,883	22,994	10.6%
Total	105,727	111,472	217,199	100.0%
Table A1 Note. Adapted from Delaware Population Consortium. (2012). <i>Annual population projections</i> . Retrieved from http://stateplanning.delaware.gov/information/dpc/DPC2012v1.0.pdf				

The most prevalent race in Sussex County is white, which represents over 74% of the current the total population. Although the white population in Sussex County (non-Hispanic) is projected to decline slightly by 2025, that group will remain the largest segment of the county population in the near future. The Hispanic population in Sussex County is projected to increase as a percentage of the total county population, as shown below.

Table A2.

Population by Race/Ethnicity Sussex County				
<i>Race / Ethnicity</i>	<i>2015</i>	<i>2020</i>	<i>2025</i>	<i>2030</i>
White	74.1%	73.2%	72.0%	70.5%
Black	12.0%	11.9%	11.8%	11.8%
Other	3.5%	3.9%	4.2%	4.5%
Hispanic	9.4%	10.2%	11.1%	12.4%
Total	100.0%	100.0%	100.0%	100.0%

⁶ <http://hpsafind.hrsa.gov/HPSASearch.aspx>

Table A2 Note. Adapted from “Annual Population Projections,” Delaware Population Consortium (2012) <http://stateplanning.delaware.gov/information/dpc/DPC2012v1.0.pdf>

There were fewer foreign-born persons in Sussex County (6.8%) compared to the state as a whole (8.3%), for the years 2007 through 2011. For this same period, a smaller percentage of households in Sussex County (9.9%) spoke a language other than English at home, compared to the state (12.3%)⁷.

Sussex County’s high school graduation rate is higher than the state average; however, residents have fewer bachelors’ prepared professionals and the lowest household income in Delaware: \$53,215 in Sussex County compared to the state average of \$59,317. The percentage of residents living in poverty (11.5%) in Sussex County slightly exceeds the state average (11.2%), for years 2007 through 2011.

Table A3. Education Level Related to Household Income

People 25+ with a Bachelor's Degree or Higher

Location	Status	Percent	Source	Measurement Period
Comparison: U.S. Counties				
Period: 2010-2014				
County: Sussex		21.9	American Community Survey	2010-2014
County: Kent		22.7	American Community Survey	2010-2014
County: New Castle		34.5	American Community Survey	2010-2014

People 25+ with a High School Degree or Higher

Location	Status	Percent	Source	Measurement Period
Comparison: U.S. Counties				
Period: 2010-2014				
County: Sussex		85.3	American Community Survey	2010-2014
County: Kent		86.0	American Community Survey	2010-2014
County: New Castle		89.8	American Community Survey	2010-2014

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/574337b10c9e3>

Attachment B: Planning Participants

Many individuals associated with Bayhealth participated in the community health needs assessment process, including clinical and medical staff members who provide leadership and direct care services in

⁷ <http://quickfacts.census.gov/qfd/states/10/10005.html>

many healthcare settings. Members of hospital administration and the Board of Directors participated as part of the Community Assessment Team. The following lists Bayhealth participants in the assessment.

Table B1. Community Assessment Team Members

Bayhealth Participants	State of Delaware Community Partners
Bayhealth Clinical directors	Substance Abuse & Mental Health
Bayhealth non-clinical directors	Aging & Disabilities
Bayhealth Physicians and credentialed healthcare practitioners	Division of Public Health
Bayhealth employees	Alcohol and Drug Services
	Public Health – Milford
	Social Services – Kent
	Dover Behavioral Health
	Support Groups
	Attack Addiction – Kent
	Attack Addictions – Sussex
	Alcoholics Anonymous (AA)
	Narcotics Anonymous (NA)
	Child Inc.
	ALANON
	Administrator
	Kent County Administrator
	Town Manager - Smyrna
	Sussex County Administrator
	City Manager - Dover
	Department of Substance Abuse and Mental Health
	Chambers of Commerce
	Kent County
	Sussex County (Milford)
	Fire Departments
	Carlisle Fire Co.
	Felton Fire Co.
	Camden Wyoming Fire Co.
	Bowers Fire Company
	Dagsboro Fire Company
	Ellendale Fire Company
	Harrington Fire Company
	Magnolia Fire Company
	Georgetown Fire Company
	Seaford Fire Company
	Associations
	DE Hispanic Nurses

	DONL
	Lions Club - Dover
	Lions Club - Milford
	Capital City Rotary Club- Dover
	Rotary Club of Lewes-Rehoboth Beach
	VFW/American Legion
	American Legion Ambulance Service David C. Harrison, Post 14
	Dover
	Harrington
	Milford VFW
	Senior Centers
	Modern Maturity Center
	Milford Senior Center
	Harvest Years Senior Center
	Associated Health Care Establishments
	People's Place
	Veteran Home - Milford
	Capitol Health Care Services
	Heritage at Dover
	Heritage at Milford
	Genesis at Milford
	Genesis – Dover
	Luther Towers Luther Village of Dover
	Harrington Detox Center
	Charities
	Goodwill of Delaware
	American Red Cross of the Delmarva Peninsula
	Interfaith Mission for Housing - Dover

Paul Silverman, Associate Deputy Director at Delaware Division of Public Health has been an advocate for Delaware and has given advice to Bayhealth in the development phases of this CHNA.

Paul Silverman has worked in various capacities for the Delaware Division of Public Health for the past 30 years. Currently, he is the Associate Deputy Director for Health Information and Science. Dr. Silverman also served as a state epidemiologist from 1983 to 1992.

Before joining the Division of Public Health, Dr. Silverman was the public health epidemiologist for the Allegheny County Health Department in Pittsburgh, Pa. He has also served in a teaching capacity for the University of Pittsburgh, Graduate School of Public Health, and Department of Epidemiology. From 1982 to 1997 he was an adjunct assistant professor of Epidemiology.

Dr. Silverman graduated from the University Of Pittsburgh Graduate School Of Public Health, Department of Epidemiology with a D.Ph. (Doctor of Public Health). He holds a Bachelor of Arts degree in Biology and Sociology from Franklin & Marshall College in Lancaster, Pa.

Kathleen E. Russell, BSDH, MPH County Health Services Administrator Delaware Division of Public Health participated in surveys and has given advice to Bayhealth during the CHNA.

Kathleen Russell is the Southern Health Services (SHS) County Health Services Administrator for the Delaware Division of Public Health. Currently she is responsible for management of all aspects of Kent and Sussex County public health clinic operations at five clinic and three satellite locations. During her 26-year career, Ms. Russell has worked in academia as an instructor and assistant professor of dental hygiene at Delaware Technical & Community College and Old Dominion University respectively; has served as the Division’s TB Control and Elimination Program Director and Immunization Program liaison as well as the Comprehensive Cancer Control Director. In addition to staff roles of providing clinical and home visiting services and referrals, she works with the Clinic Managers and their staffs to identify ways SHS can effectively contribute to health equity, health reform, and healthy lifestyles and performance management.

Ms. Russell graduated from Masters of Public Health (MPH) from The University of Michigan In Ann Arbor, Michigan. She also holds a Bachelor of Science in Dental Hygiene (BSDH) from Old Dominion University in Norfolk, VA.

Community Stakeholders

The following Public Health Department staff members from Kent and Sussex Counties were invited to participated in the community health needs assessment, including :

- Delaware Division of Public Health Department of Health and Social Services
 - Thurman Adams State Service Center
 - Delaware Division of Public Health Office of Minority Health
 - Delaware Division of Public Health Office of Women’s Health
 - Delaware Division of Public Health Nursing
 - Delaware Division of Public Health Social Services
- LaRed Health Center
- Westside Family Health Center
- PA Mid-Atlantic AIDS Training Center
- Bayhealth High School Wellness Centers, Advanced Practice Nurses
 - Milford
 - Woodbridge
 - POLYTECH
- Community Physicians

Community Health Needs Assessment 2016 Bayhealth and Healthier Sussex County		
Organization	Contact	Contact Info
State of Delaware		

Substance Abuse & Mental Health	Michael Barbieri, Director Susan Holloway, Deputy Director	1901 N. Du Pont Highway, Main Bldg. New Castle, DE 19720 (302) 255-9399 FAX (302) 255-4427
Aging & Disabilities	Jill Rogers, Director Lisa Bond, Deputy Director	1901 N. Du Pont Highway, Main Bldg. New Castle, DE 19720 (800) 223-9074 FAX (302) 255-4445
Division of Public Health	Donna Sharp, Events Coordinator Emily Knearl, Section Chief, Health and Risk Communication (back-up)	417 Federal St. Dover, DE 19901 (302)-744-4704
Alcohol and Drug Services	Frann Anderson Director	1901 N. DuPont Highway New Castle, DE 19720 (302) 255-2747 Frann.Anderson@state.de.us
Public Health – Milford	Kathleen Russell	Adams State Service Center Sussex County Health Unit 544 S. Bedford Street Georgetown, DE 19947 (302) 515-3179 kathleen.russell@state.de.us
Social Services - Kent Social Services - Milford	Ray Fitzgerald, Director Thomas Hall, Deputy Director	1901 N. Du Pont Highway, Lewis Bldg. New Castle, DE 19720 (302) 255-9668; FAX: (302) 255-4454
Dover Behavioral Health	Mike Gabula Director Business Dev (both Rockford Center and Dover Behavioral)	Rockford Center 100 Rockford Drive Newark, DE 19713 (302) 892-45205 Or 725 Horsepond Road Dover, DE 19901 (302) 741-0140
Support Groups		
Attack Addiction – Kent	Margie Pruett Leader, Kent Co.	215 Oakmont Drive Dover, DE 19904 (302) 736-1115 Mpruett8@verizon.net
Attack Addictions – Sussex	Pauline Powell	(302) 645-9545

	Leader, Sussex Co.	Attackaddictionsussexde@comcast.net
Alcoholics Anonymous	David McGonigle (facilitator for our AA support group)	30 Fair Wind Place Dover, DE 19901 (302) 677-1948 – Home (302) 399-7152 - Cell
Narcotics Anonymous	Mark Nicholson (facilitator for our NA support group)	411 S. Queen Street, Apt. 101 Dover, DE 19904 (856) 668-6529
Child Inc.	Denise Enger Program Coordinator	507 Philadelphia Pike Wilmington, DE 19809 (302) 254-5524 denger@childinc.com
ALANON	Michael Simmons (facilitator for our support group)	599 Crawford Avenue Dover, DE 19901 (302) 678-0716 – Home (302) 331-3544 - Cell
Administrator		
Kent County Administrator	Michael Petit de Mange	555 Bay Road Dover, DE 19901 (302) 744-2305 admin@co.kent.de.us
Town Manager - Smyrna	David Hugg	27 S. Market Street Plaza PO Box 307 Smyrna, DE 19977 (302) 653-9231 dhugg@smyrna.delaware.gov
Sussex County Administrator	Todd Lawson	Sussex County Administrative Bldg, 1 st Floor 2 The Circle, PO Box 589 Georgetown, DE 19947 (302) 855-7742 (302) 855-7749 fax
City Manager - Dover	Scott Koenig	City Hall – 15 Loockerman Plaza Dover, DE 19903 (302) 736-7005 (302) 736-7002 fax skoenig@dover.de.us
Department of Substance Abuse and Mental Health	Tom Johnson Director, Provider Relations	1901 N. DuPont Highway New Castle, DE 19720 (302) 255-9463 Tom.Johnson@state.de.us

Chambers of Commerce		
Kent County	Judy Diogo Executive Director	Central Delaware Chamber of Commerce 435 N. DuPont Hwy. Dover, DE 19901 (302) 734-7513 jdiogo@cdcc.net
Sussex – Milford	Jo Schmeiser, Executive Director	Chamber of Commerce for Greater Milford 411 N. Rehoboth Blvd. Milford, DE 19963 (302) 422-3344 milford@milfordchamber.com
Fire Departments		
Carlisle Fire Co.	Ryan Knowles President	615 N.W. Front St., PO Box 292 Milford, DE 19963 (302) 422-2178 .teresawhitney@Carlisle42.com
Felton Fire Co.	Todd Hannah President	PO Box 946 Felton, DE 19943 (302) 284-4800 www.feltonfirecompany.org
Camden Wyoming Fire Co.	Mike Brittingham President	200 E. Camden Wyoming Ave. Camden, DE 19934 (302) 697-8671 www.cwfc41.com
Bowers Fire Company	Brian Jackson President	3285 Main Street Bowers Beach Frederica, DE 19946 (302) 751-1415 Pastchief40@gmail.com
Dagsboro Fire Company	Todd McCabe President	PO Box 128 Dagsboro, DE 19939 (302) 732-6151 – P (302) 732-1091 - F www.dagsborovfd.com
Ellendale Fire Company	Roland Marvel President	302 Main Street, PO Box 5 Ellendale, DE 19941 (302) 422-7500 – P (302) 424-7500 - F www.evfd75.com

Harrington Fire Company	Derrick Brode President	20 Clark Street Harrington, DE 19952 (302) 398-8931 – P (302) 398-4350 www.harringtonfireco.com
Magnolia Fire Company	Kevin Consalo President	PO Box 55 Magnolia, DE 19962 (302) 335-3260 rwatts@magnolia55.com
Georgetown Fire Company	Louie Brigg President	100 S. Bedford St., PO Box 77 Georgetown, DE 19947 (302) 856-7700 www.georgetown77.com
Seaford Fire Company	Harry Mulrine President	PO Box 87 Seaford, DE 19973 (302) 629-3112 www.seaford87.com
Associations		
DE Hispanic Nurses	Maria Villot, RN, Pres Ludmila Santiago- Rotchford, VP	mariavillot@aol.com Ludmila_santiago-rotchford@bayhealth.org
DONL	Jennifer Hargreaves, Pres. Ann Keane – VP	Jennifer.Hargreaves@beebemedical.org Ann_keane@bayhealth.org
Lions Club - Dover	Ralph Schieferstein	handymancs@comcast.net
Lions Club – Milford	Mary Ann Burnett President	PO Box 25 Miford, DE 19963 KingLion@milfordlions22d.com
Capital City Rotary Club Dover	Scott Foltz President	Meetings at: Maple Dale Country Club 180 Maple Dale Road Dover, DE 19901
Rotary Club of Lewes/Rehoboth Beach	Tamara Morgan President	PO Box 91 Lewes, DE 19958
VFW/American Legion		
American Legion Ambulance Service David C. Harrison, Post 14	Alan Post, Chief	900 Smyrna Clayton Blvd. Smyrna, DE 19977 (302) 653-6465

		Alan.post@ambulance64.org
Dover	No one available	Walter L. Fox Post 2 Bay Road Dover, DE 19901 (302) 674-3922
Harrington	Dan Tesoro Commander	Post No. 7 17448 S. DuPont Hwy. Harrington, DE 19952 (302) 398-3566
Milford VFW		Post 6483 77 Veterans Circle Milford, DE 19963 (302) 422-4412
Senior Centers		
Modern Maturity Center	Carolyn Fredricks President/CEO	1121 Forrest Avenue Dover, DE 19904 (302) 734-1200 x 113 director@modern-maturity.org
Milford Senior Center	Daphne Bumbrey Executive Director	111 Park Avenue Milford, DE 19963 (302) 422-3385 –P (302) 422-6414 – F mscdaphne@comcast.net
Harvest Years Senior Center	Tom Bones Executive Director	30 South Street Camden, DE 19934 (302) 698-4285 – P (302) 698-4286 – F hysc@comcast.net
Associated Health Care Establishments		
People's Place	Del Flailing Executive Director All Programs	908 N. Church Street Milford, DE 19963 (302) 422-8033 165 Commerce Way Dover, DE 19903 (302) 730-1321
Veteran Home - Milford	Kathleen Topolski Chief of Operations	100 Delaware Veterans Blvd. Milford, DE 19963 (302) 424-6000 – P (302) 424-6003 - F
Capital Health Care Services	Danielle May	1225 Walker Road

	Social Worker	Dover, DE 19904 (302) 346-6533 Danielle.may@capitolhealthcare.com
Heritage at Dover	Denise Cruson Director of Nursing	1203 Walker Road Dover, DE 19904 (302) 735-8800 Denise.cruson@genesishcc.com
Heritage at Milford	Adam Sanders	Adam.sanders@genesishcc.com (302) 422-8700
Genesis at Milford	Barbara Stumpf	500 S. DuPont Blvd. Milford, DE 19963 (302) 422-8700 Barbara.stumpf@genesishcc.com
Genesis – Dover	Lisa Theis	1080 Silver Lake Blvd. Dover, DE 19904 Lisa.theis@genesishcc.com (302) 734-5990
Luther Towers	Patricia Robinson Social Worker (both facilities)	Luther Towers 430 Kings Highway Dover, DE 19901 (302) 674-1408 – P (302) 674-2292 – F socialservices@luthertowersofdover.com
Luther Village of Dover		Luther Village of Dover 101 Babb Drive Dover, DE 19901 (302) 674-1408 – P (302) 674-2292 – F
Harrington Detox Center	Daphne Chaniz-Rico – Administrator Adam Taylor Public Relations Manager	1-10 East Street Harrington, DE 19952 (302) 786-7800 Dchaniz-rico@connectionsccsp.org Or: Adam Taylor 500 West 10 th Street Wilmington, DE 19810 (302) 304-2626 ataylor@connectionsccsp.org
Charities		
Goodwill of Delaware	Ali David	The Goodwill Center

	VP for Mission Services	300 East Lea Blvd. Wilmington, DE 19802 (302) 504-3554 adavid@goodwillde.org
American Red Cross of the Delmarva Peninsula	Suzanne Sarris Volunteer Specialist	100 W. 10 th Street Wilmington, DE 19810 (302) 472-6264 Suzanne.sarris@redcross.org
Interfaith Mission for Housing - Dover	Lisa Davis, Director Rebecca Martin Director, Kent County Code Purple	684 Forest Street Dover, DE 19904 (302) 736-3600 – P Lldavis2727@gmail.com

Attachment C: Summary of Community Engagement

Bayhealth conducted online surveys during April 2016. In total, 864 people participated by completing the online survey and providing the global perspective and insight regarding Bayhealth’s community health needs.

Topics covered during the community engagement sessions included:

- Health and quality of life in the community,
- Accessibility (or lack thereof) of health care in the community,
- Specific areas of need,
- Barriers to living a healthy lifestyle in the community, and the
- Need for outreach and education for specific populations in the community.

Participants were eager to discuss the lack of transportation in their community and its impact on the ability of individuals, especially low-income persons, to access health services. The themes were consistent among participants regardless of the method by which the information was obtained.

Obesity and associated chronic diseases, such as diabetes, heart disease, poor nutrition, need for food closets, costs of eating healthy, lack of understanding by the community the importance of good nutrition, etc., were consistent themes. Also discussed was the lack of community-based and/or free locations for exercising and staying active. The lack of medical specialists and the inability of low-income and underinsured populations to access medical care were also consistent themes. The need for accessible dental services was a consistent theme among respondents.

The need for outreach and education to low-income and/or minority populations regarding available social service programs was a common theme among participants. Many individuals stated that social services are generally available in the community but that low-income and minority populations are not aware of the programs. Lack of transportation and/or awareness of the programs were mentioned repeatedly. Also consistently noted was the need for resources geared to the Hispanic population. The lack of mental health and/or substance abuse services was also a consistent theme among participants.

Finally, stakeholders discussed how Bayhealth and other providers can better reach community members with regard to education and outreach of available services. Challenges reaching diverse populations, including various age groups, races, socio-economic levels, respond to various types of media and technology. Groups recognize the different forms of communication more often used by various population subgroups (e.g., television versus social media).

Stakeholder Questions

The following questions were asked of the key stakeholders. In total, all participants in the assessment and/or were used to guide the discussions, regardless of the assessment method (i.e., one-on-one interview, focus groups, town hall meeting, or online survey).

1. What is the number one thing that our local health care systems could do to improve the health and quality of life of the community?
2. What are the three most important health issues/needs in the community?
3. How accessible and adequate are the following care/ services in Sussex County?
4. Does the community have adequate programs which promote healthy lifestyles?
5. How do residents obtain information about these programs?
6. How could information be better disseminated in the community so that more people are informed?
7. How do the members of your community/ organization perceive healthcare services?
8. What do you perceive is their greatest need?
9. Do those that you represent value preventive care and are proactive about their own healthcare?
10. Is there anything else you would like to discuss about your community that you feel impacts those you represent? (e.g. Socioeconomic status, education, barriers, language barriers, access to care, access to insurance, transportation, perceived risks, prevention services, etc.)

Attachment D: Health Data

Bayhealth utilized both quantitative and qualitative analyses as part of its assessment in order to fully understand the health needs of the community served. Quantitative analyses were conducted using the most recent data available from five primary sources:

- Delaware Health Tracker (a product of the Healthy Community Network);
- County Health Rankings & Roadmaps (a collaboration between the Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute);
- Demographic data from the Delaware Population Consortium;
- Delaware Health Statistics Center; and,
- Demographic and socioeconomic data from the U.S. Census Bureau.

The following information is from the Delaware Health Tracker, as of May 2016, illustrating how the community served by Bayhealth compares to other counties in Delaware and the state as a whole.

Adults with Health Insurance

Location	Status	Percent	Source	Measurement Period
Comparison: U.S. Counties				
Period: 2014				
County: Kent		90.1	American Community Survey	2014
County: New Castle		90.2	American Community Survey	2014
County: Sussex		87.0	American Community Survey	2014

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/57433c68b1813>

Children with Health Insurance

Location	Status	Percent	Source	Measurement Period
Comparison: U.S. Counties				
Period: 2014				
County: Kent		94.1	American Community Survey	2014
County: New Castle		94.5	American Community Survey	2014
County: Sussex		93.7	American Community Survey	2014

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/57433c68b1813>

Unemployed Workers in Civilian Labor Force

Location	Status	Percent	Source	Measurement Period
Comparison: U.S. Counties				
Period: February 2016				
County: Sussex		5.4	U.S. Bureau of Labor Statistics	February 2016
County: Kent		5.0	U.S. Bureau of Labor Statistics	February 2016
County: New Castle		4.5	U.S. Bureau of Labor Statistics	February 2016

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/57433c68b1813>

Primary Care Provider Rate

Location	Status	Providers/ 100,000 population	Source	Measurement Period
Comparison: U.S. Counties				
Period: 2013				
County: Sussex		51	County Health Rankings	2013
County: Kent		61	County Health Rankings	2013
County: New Castle		84	County Health Rankings	2013

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/57433c68b1813>

Recreation and Fitness Facilities

Location	Status	Facilities/ 1,000 population	Source	Measurement Period
Comparison: U.S. Value				
Period: 2012				
County: Sussex		0.14	U.S. Department of Agriculture - Food Environment Atlas	2012
County: Kent		0.08	U.S. Department of Agriculture - Food Environment Atlas	2012
County: New Castle		0.15	U.S. Department of Agriculture - Food Environment Atlas	2012

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/57433c68b1813>

Adults Engaging in Regular Physical Activity

Location	Status	Percent	Source	Measurement Period
Comparison: DE State Value				
Period: 2011				
County: Sussex		46.9	Behavioral Risk Factor Surveillance System	2011
County: Kent		40.5	Behavioral Risk Factor Surveillance System	2011
County: New Castle		51.2	Behavioral Risk Factor Surveillance System	2011

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/57433c68b1813>

Adults who are Obese

Location	Status	Percent	Source	Measurement Period
Comparison: DE State Value				
Period: 2012				
County: Sussex		29.4	Behavioral Risk Factor Surveillance System	2012
County: Kent		29.1	Behavioral Risk Factor Surveillance System	2012
County: New Castle		25.2	Behavioral Risk Factor Surveillance System	2012

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/57433c68b1813>

High Blood Pressure Prevalence

Location	Status	Percent	Source	Measurement Period
Comparison: DE State Value				
Period: 2011				
County: Kent		39.2	Behavioral Risk Factor Surveillance System	2011
County: Sussex		38.4	Behavioral Risk Factor Surveillance System	2011
County: New Castle		32.3	Behavioral Risk Factor Surveillance System	2011

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/574312915ecdc>

Children with Asthma

Location	Status	Percent	Source	Measurement Period
Comparison: DE State Value				
Period: 2011				
County: Sussex		21.8	Delaware Youth Risk Behavior Survey	2011
County: Kent		28.7	Delaware Youth Risk Behavior Survey	2011
County: New Castle		26.0	Delaware Youth Risk Behavior Survey	2011

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743406858f51>

Tuberculosis Incidence Rate

Location	Status	Cases/ 100,000 population	Source	Measurement Period
Comparison: DE State Value				
Period: 2013				
County: Sussex		1.9	Delaware Department of Health and Social Services, Division of Public Health	2013
County: Kent		2.4	Delaware Department of Health and Social Services, Division of Public Health	2013
County: New Castle		2.0	Delaware Department of Health and Social Services, Division of Public Health	2013

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743406858f51>

High Cholesterol Prevalence

Location	Status	Percent	Source	Measurement Period
Comparison: DE State Value				
Period: 2011				
County: Sussex		45.1	Behavioral Risk Factor Surveillance System	2011
County: Kent		40.5	Behavioral Risk Factor Surveillance System	2011
County: New Castle		38.8	Behavioral Risk Factor Surveillance System	2011

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743406858f51>

Median Household Income

Location	Status	Dollars	Source	Measurement Period
Comparison: U.S. Counties				
Period: 2010-2014				
County: Sussex		53505	American Community Survey	2010-2014
County: Kent		55169	American Community Survey	2010-2014
County: New Castle		64857	American Community Survey	2010-2014

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743406858f51>

Adults who Visited a Dentist

Location	Status	Percent	Source	Measurement Period
Comparison: DE State Value				
Period: 2012				
County: Sussex		63.9	Behavioral Risk Factor Surveillance System	2012
County: Kent		65.7	Behavioral Risk Factor Surveillance System	2012
County: New Castle		73.7	Behavioral Risk Factor Surveillance System	2012

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743406858f51>

Oral Cavity and Pharynx Cancer Incidence Rate

Location	Status	Cases/ 100,000 population	Source	Measurement Period
Comparison: U.S. Counties				
Period: 2008-2012				
County: Sussex		13.7	National Cancer Institute	2008-2012
County: Kent		11.8	National Cancer Institute	2008-2012
County: New Castle		10.7	National Cancer Institute	2008-2012

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743406858f51>

Prostate Cancer Incidence Rate

Location	Status	Cases/ 100,000 males	Source	Measurement Period
Comparison: U.S. Counties				
Period: 2008-2012				
County: Sussex		144.8	National Cancer Institute	2008-2012
County: Kent		178.8	National Cancer Institute	2008-2012
County: New Castle		154.8	National Cancer Institute	2008-2012

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743406858f51>

Age-Adjusted Death Rate due to Prostate Cancer

Location	Status	Deaths/ 100,000 males	Source	Measurement Period
Comparison: U.S. Counties				
Period: 2008-2012				
County: Sussex		20.9	National Cancer Institute	2008-2012
County: Kent		22.0	National Cancer Institute	2008-2012
County: New Castle		24.0	National Cancer Institute	2008-2012

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743406858f51>

Age-Adjusted Death Rate due to Breast Cancer

Location	Status	Deaths/ 100,000 females	Source	Measurement Period
Comparison: U.S. Counties				
Period: 2008-2012				
County: Sussex		20.2	National Cancer Institute	2008-2012
County: Kent		26.3	National Cancer Institute	2008-2012
County: New Castle		21.8	National Cancer Institute	2008-2012

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743406858f51>

Age-Adjusted Death Rate due to Colorectal Cancer

Location	Status	Deaths/ 100,000 population	Source	Measurement Period
Comparison: U.S. Counties				
Period: 2008-2012				
County: Sussex		13.1	National Cancer Institute	2008-2012
County: Kent		16.3	National Cancer Institute	2008-2012
County: New Castle		15.0	National Cancer Institute	2008-2012

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743406858f51>

Age-Adjusted Death Rate due to Unintentional Injuries

Location	Status	Deaths/ 100,000 population	Source	Measurement Period
Comparison: DE State Value				
Period: 2007-2011				
County: Sussex		45.9	Delaware Department of Health and Social Services, Division of Public Health	2007-2011
County: Kent		35.0	Delaware Department of Health and Social Services, Division of Public Health	2007-2011
County: New Castle		34.4	Delaware Department of Health and Social Services, Division of Public Health	2007-2011

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743406858f51>

Age-Adjusted Death Rate due to Heart Disease

Location	Status	Deaths/ 100,000 population	Source	Measurement Period
Comparison: DE State Value				
Period: 2007-2011				
County: Sussex		160.8	Delaware Department of Health and Social Services, Division of Public Health	2007-2011
County: Kent		223.9	Delaware Department of Health and Social Services, Division of Public Health	2007-2011
County: New Castle		165.4	Delaware Department of Health and Social Services, Division of Public Health	2007-2011

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743406858f51>

Age-Adjusted Death Rate due to Cerebrovascular Disease (Stroke)

Location	Status	Deaths/ 100,000 population	Source	Measurement Period
Comparison: DE State Value				
Period: 2007-2011				
County: Sussex		28.8	Delaware Department of Health and Social Services, Division of Public Health	2007-2011
County: Kent		36.7	Delaware Department of Health and Social Services, Division of Public Health	2007-2011
County: New Castle		43.4	Delaware Department of Health and Social Services, Division of Public Health	2007-2011

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743406858f51>

Age-Adjusted Death Rate due to Lung Cancer

Location	Status	Deaths/ 100,000 population	Source	Measurement Period
Comparison: U.S. Counties				
Period: 2008-2012				
County: Sussex		54.5	National Cancer Institute	2008-2012
County: Kent		59.4	National Cancer Institute	2008-2012
County: New Castle		52.3	National Cancer Institute	2008-2012

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743406858f51>

Adult Fruit and Vegetable Consumption

Location	Status	Percent	Source	Measurement Period
Comparison: DE State Value				
Period: 2009				
County: Sussex		26.5	Behavioral Risk Factor Surveillance System	2009
County: Kent		23.1	Behavioral Risk Factor Surveillance System	2009
County: New Castle		25.1	Behavioral Risk Factor Surveillance System	2009

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743406858f51>

High School Graduation

Location	Status	Percent	Source	Measurement Period
Comparison: DE State Value				
Period: 2012-2013				
County: Sussex		82.6	County Health Rankings	2012-2013
County: Kent		80.1	County Health Rankings	2012-2013
County: New Castle		80.0	County Health Rankings	2012-2013

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743406858f51>

Adults with Diabetes

Location	Status	Percent	Source	Measurement Period
Comparison: DE State Value				
Period: 2012				
County: Sussex		12.2	Behavioral Risk Factor Surveillance System	2012
County: Kent		10.9	Behavioral Risk Factor Surveillance System	2012
County: New Castle		8.3	Behavioral Risk Factor Surveillance System	2012

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743406858f51>

HIV Incidence Rate

Location	Status	Cases/ 100,000 population	Source	Measurement Period
Comparison: DE State Value				
Period: 2012				
County: Sussex		9.9	Delaware Department of Health and Social Services, Division of Public Health	2012
County: Kent		15.5	Delaware Department of Health and Social Services, Division of Public Health	2012
County: New Castle		18.1	Delaware Department of Health and Social Services, Division of Public Health	2012

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743406858f51>

Gonorrhea Incidence Rate

Location	Status	Cases/ 100,000 population	Source	Measurement Period
Comparison: DE State Value				
Period: 2012				
County: Sussex		92.0	Delaware Department of Health and Social Services, Division of Public Health	2012
County: Kent		85.7	Delaware Department of Health and Social Services, Division of Public Health	2012
County: New Castle		104.0	Delaware Department of Health and Social Services, Division of Public Health	2012

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743406858f51>

Syphilis Incidence Rate

Location	Status	Cases/ 100,000 population	Source	Measurement Period
Comparison: DE State Value				
Period: 2012				
County: Sussex		2.0	Delaware Department of Health and Social Services, Division of Public Health	2012
County: Kent		7.7	Delaware Department of Health and Social Services, Division of Public Health	2012
County: New Castle		3.8	Delaware Department of Health and Social Services, Division of Public Health	2012

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743406858f51>

Dentist Rate

Location	Status	Dentists/ 100,000 population	Source	Measurement Period
Comparison: U.S. Counties				
Period: 2014				
County: Sussex		24	County Health Rankings	2014
County: Kent		40	County Health Rankings	2014
County: New Castle		58	County Health Rankings	2014

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743406858f51>

Adults 65+ with Pneumonia Vaccination

Location	Status	Percent	Source	Measurement Period
Comparison: DE State Value				
Period: 2012				
County: Sussex		75.9	Behavioral Risk Factor Surveillance System	2012
County: Kent		72.7	Behavioral Risk Factor Surveillance System	2012
County: New Castle		66.5	Behavioral Risk Factor Surveillance System	2012

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743406858f51>

Adults 65+ with Influenza Vaccination

Location	Status	Percent	Source	Measurement Period
Comparison: DE State Value				
Period: 2012				
County: Sussex		64.1	Behavioral Risk Factor Surveillance System	2012
County: Kent		59.3	Behavioral Risk Factor Surveillance System	2012
County: New Castle		63.6	Behavioral Risk Factor Surveillance System	2012

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743406858f51>

Age-Adjusted Death Rate due to Influenza and Pneumonia

Location	Status	Deaths/ 100,000 population	Source	Measurement Period
Comparison: DE State Value				
Period: 2007-2011				
County: Sussex		10.2	Delaware Department of Health and Social Services, Division of Public Health	2007-2011
County: Kent		13.8	Delaware Department of Health and Social Services, Division of Public Health	2007-2011
County: New Castle		13.4	Delaware Department of Health and Social Services, Division of Public Health	2007-2011

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743406858f51>

Colorectal Cancer Incidence Rate

Location	Status	Cases/ 100,000 population	Source	Measurement Period
Comparison: U.S. Counties				
Period: 2008-2012				
County: Sussex		39.6	National Cancer Institute	2008-2012
County: Kent		43.0	National Cancer Institute	2008-2012
County: New Castle		39.2	National Cancer Institute	2008-2012

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743406858f51>

Colon Cancer Screening

Location	Status	Percent	Source	Measurement Period
Comparison: DE State Value				
Period: 2012				
County: Sussex		16.9	Behavioral Risk Factor Surveillance System	2012

County: Kent		13.0	Behavioral Risk Factor Surveillance System	2012
County: New Castle		10.9	Behavioral Risk Factor Surveillance System	2012

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743406858f51>

Breast Cancer Incidence Rate

Location	Status	Cases/ 100,000 females	Source	Measurement Period
Comparison: U.S. Counties				
Period: 2008-2012				
County: Sussex		119.8	National Cancer Institute	2008-2012
County: Kent		125.0	National Cancer Institute	2008-2012
County: New Castle		130.3	National Cancer Institute	2008-2012

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743406858f51>

Mammogram History

Location	Status	Percent	Source	Measurement Period
Comparison: DE State Value				
Period: 2012				
County: Sussex		80.2	Behavioral Risk Factor Surveillance System	2012
County: Kent		77.2	Behavioral Risk Factor Surveillance System	2012
County: New Castle		81.7	Behavioral Risk Factor Surveillance System	2012

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743406858f51>

Cervical Cancer Incidence Rate

Location	Status	Cases/ 100,000 females	Source	Measurement Period
Comparison: U.S. Counties				
Period: 2008-2012				
County: Sussex		8.2	National Cancer Institute	2008-2012

County: Kent		9.4	National Cancer Institute	2008-2012
County: New Castle		8.9	National Cancer Institute	2008-2012

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743406858f51>

Pap Test History

Location	Status	Percent	Source	Measurement Period
Comparison: DE State Value				
Period: 2012				
County: Sussex		81.0	Behavioral Risk Factor Surveillance System	2012
County: Kent		84.6	Behavioral Risk Factor Surveillance System	2012
County: New Castle		82.2	Behavioral Risk Factor Surveillance System	2012

Source: <http://www.delawarehealthtracker.com/IndicatorCompare/5743406858f51>

Table D1: Delaware Counties: Ranking by Health Indicators (2016)

Bayhealth analyzed 2016 health rankings from the County Health Rankings & Roadmaps, collaboration between the Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute. The following table summarizes the current health rankings for the counties in Delaware, including the communities served by Bayhealth. (In each instance, the most recent data was used to provide the current, i.e., 2016, health rankings.) Sussex County ranks second in most categories of health outcomes and health factors.

	Sussex	New Castle	Kent
1. Health Outcomes	1	2	3
Length of Life	1	2	3
Quality of Life	1	2	3
2. Health Factors	2	1	3
3. Health Behaviors	2	1	3
Clinical Care	2	1	3
Social & Economic Factors	2	1	3
Physical Environment	2	1	3

Source:

http://www.countyhealthrankings.org/app/delaware/2016/compare/snapshot?counties=10_001%2B10_003%2B10_005

Attachment E: Community Assets Analysis

Community-Based Agencies & Services

Dover Behavioral Health System – Dover Behavioral Health is a Joint Commission accredited facility offering a range of behavioral health and chemical dependency services including: inpatient services, partial hospitalization programs, chemical dependency inpatient and outpatient programs, dual diagnosis program, and a military program. Inpatient services are offered in Kent County with outpatient services offered at a satellite location in Sussex County.

Hope Medical Clinic –The Hope Medical Clinic is Delaware’s only 100% free medical facility offered to eligible patients. Services include: free non-emergency primary medical and dental care to uninsured, non-Medicaid, and/or non-Medicare patients aged 18-65 years. Comprised entirely of volunteers, the staff currently includes internists, surgeons, family practice physicians, dentists, nurses, a counselor, and an array of additional medical and office support staff.

LaEsperanza – Community Center – This is a bi-cultural and bilingual 501(c)(3) social services agency that provides free culturally appropriate programs and services in the areas of family development, immigration, victim services, and education to help Hispanic adults, children and families living in Sussex County. The Center currently serves approximately 10,000 individuals annually.

LaRed Health Center – Services include: Primary Care, Pediatric Services, Medical Services, Dental Services, Counseling/Mental Health Services, Pregnancy Services, and HIV/AIDS Treatment. The center accepts: Uninsured, Underinsured, Private Insurance, Medicare, and Medicaid; all income levels accepted. Fees: Sliding scale available. Languages Spoken: English, Spanish.

LogistiCare Transportation Service – LogistiCare provides non-emergency, medically necessary medical transportation and currently manages all of Delaware’s Medicaid and chronic renal disease patient transportation. LogistiCare assists Bayhealth with patient discharge transportation to patient’s home and to and from treatment.

Modern Maturity Senior Center (MMSC)- Located in Kent County, MMSC provides seniors with an exercise wellness center, senior lunch (nominal fee), meals on wheels for homebound seniors, adult day services, caregiver resource center, dinner dances, trips and tours and adult support groups.

Nemours Pediatrics – Services include vision services, hearing services, dental services, and immunizations. The clinic accepts uninsured, underinsured, insurance, Medicare, and Medicaid; all income levels accepted. Financial assistance is available.

Planned Parenthood of Delaware, Dover Center – Services include women’s health services, specialist medical services, family planning services, and pregnancy services. Accepts uninsured, underinsured, insurance, and Medicaid; all income levels accepted. Fees are on a sliding scale; no one is turned away due to inability to pay.

Westside Family Healthcare – Westside Family Healthcare is a Joint Commission accredited, Federally Qualified Health Center. This community health system has locations serving New Castle, Kent, and Sussex counties in Delaware. Services include women’s health services, podiatry services, pediatric services, mental health services, medical services, and dental services.

- The facility accepts most insurance plans, including Delaware Healthy Children Program, Delaware Physicians Care, Inc., Medicaid, Medicare, Screening for Life, Unison, and most private commercial insurance plans.
- Westside offers a sliding fee scale based on household income for patients without insurance. Financial Aid Assistants are available to assist patients in applying for Medicaid, Medicare, Screening for Life, and the Delaware Healthy Children Program.

Division of Public Health – The James W. Williams State Service Center currently offers client services administered by Delaware Health and Social Services (DHSS) divisions, including the following:

Division of State Service Centers (DSSC)

- Community Resource Assistance Services (CRASP)
- DART Bus Ticket Sales
- Emergency Assistance Service (EAS)
 - Emergency Shelter - is provided for eligible EAS clients
 - Needy Family Fund
- Food Closet
- Foster Grandparent Program
- Kinship Care Program
- Teen Voucher
- Utility Assistance
- Food Bank of Delaware

Division of Social Services (DSS)

- Child Care
- Food Stamps
- General Assistance
- Healthy Children
- Medicaid
- Temporary Assistance for Needy Families

Division of Public Health (DPH)'s Kent County Health Unit, featuring:

- Child Health Clinic
- Immunizations
- Lead Screening
- Dental clinic
- WIC - A supplemental Nutrition Program for pregnant and nursing women, infants and young children
- Family Planning
- Sexually Transmitted Disease (STD) Clinic
- Tuberculosis (TB) services
- Pregnancy testing and counseling
- HIV counseling, testing and education
- Home visits for families
- Health Education

Division of Substance Abuse and Mental Health (DSAMH)

- Kent/Sussex Community Mental Health (CMH)

Division of Substance Abuse and Mental Health (DSAMH)

- Kent/Sussex Community Mental Health (CMH)
- Treatment Access Center (TASC) - Dover Facility
 - Assessment, referral to treatment and case management
 - TASC makes recommendations to court system
 - Voluntary drug diversion program for non-violent offenders

CHILD, Inc. Parenting Classes

Services are free in Kent County and open to the public. Classes are designed to address parenting issues from 0-3yrs old, 4-11 years old and 12 years and older.

First State Community Action Agency

Housing, counseling, case management & community outreach

Bayhealth Community Outreach Services

Bayhealth offers a variety of community resources which including the following:

- Bariatric Center
- Diabetes Wellness Center; free glucose testing to high risk patients
- Cancer Center; free prostate, colon, skin and breast screenings to uninsured/underinsured
- Oncology Radiation Transportation Van
- Care Management Services
- Health Education classes (through Education Department)
- Free Health Screenings; Osteoporosis, Cardiovascular
- Home Care
- Steps Blood Pressure Clinic
- Steps to Healthy Aging Lecture Series for 50 years and older

Healthier Sussex County Initiative

Bayhealth, along with Beebe Healthcare and Nanticoke Health Services, are joining with local community and health resources to focus on one mission – to make Sussex County one of the healthiest in the nation. Healthier Sussex County focuses on addressing important health issues impacting residents of Sussex County by identifying and addressing health disparities, identifying and addressing health education, and making a positive impact on health behaviors⁸.

The Healthier Sussex County Task Force has identified three community health needs:

- Obesity
- Lung cancer
- Prostate cancer

Attachment F: Prioritized Community Health Needs

⁸ <http://www.healthiersussexcounty.com/>

Identifying Community Health Needs

Early in 2012, Bayhealth Medical Center adopted a comprehensive process to conduct the community health needs assessment for each of its facilities (Kent General Hospital and Milford Memorial Hospital). Guidelines from Catholic Health Association of the United States (CHA) in collaboration with VHA Inc. and Healthy Communities Institute structured Bayhealth's processes.⁹ The guidance included these steps:

Step 1: Plan and Prepare for the Assessment

Step 2: Determine the Purpose and Scope of the Community Health Needs Assessment

Step 3: Identify Data that Describes the Health and Needs of the Community

Step 4: Understand and Interpret the Data

Step 5: Define and Validate Priorities

Step 6: Document and Communicate Results

Community insight data considered in the assessment process included: focus groups, town hall meetings, community key leader interviews, and online surveys. Staff from the hospital collated and analyzed the data, shown in Attachment C.

Bayhealth's Education Department began with a review of current demographics from Delaware Population Consortium and the U.S. Census Bureau. The hospital, in conjunction with the Delaware Hospital Association, utilized Delaware Health Tracker, a web-based information system to present the most recent data available. Attachment D includes health indicators for specific diseases, conditions and/or issues associated with the need priority categories.

The community assets and resources analysis was an important evaluation component when prioritizing community health needs. Attachment E includes an asset analysis for the communities served.

Bayhealth continues to use our community health needs assessments to direct the outreach activity of the health education programs developed and sponsored by the Diagnostic Imaging Rehabilitation, Oncology and Education departments. In 2015, a panel of Bayhealth leaders began discussion and planning to meet the new requirements established for nonprofit hospitals under the Affordable Care Act.

Setting Health Need Priorities

⁹ <http://www.chausa.org/docs/default-source/advocacy/072011-cha-comments-on-community-health-needs-assessment-guidelines-pdf.pdf>

The health needs were prioritized jointly by Bayhealth's Education Department based on review of the data and discussions with Bayhealth consumers, physicians and other key stakeholders who participate in the care of patients in our geographic area. . The prioritized health needs were then reviewed by Bayhealth's administration, with the opportunity for discussion and re-prioritization as needed.

The scope of the evaluation was not limited to unmet community needs. Current hospital services, community need perceptions, and available community assets were considered. Community demographics as well as health and quality of life indicators were reviewed. The criteria used to evaluate and prioritize the identified health needs identified through the fact-finding process included:

- The seriousness of the issue;
- The relative size of the populations affected;
- The degree to which the need particularly affected persons living in poverty or reflected health disparities;
- Alignment with Bayhealth's mission and vision; and,
- Availability of community resources to address the need.

The priority needs identified by the assessment were:

1. Mental health/substance abuse;
2. Cancer;
3. Obesity/nutrition; and,
4. Diabetes.

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