

# Fishermen's Community Hospital Community Health Implementation Plan FY 2019-21



**Baptist Health  
South Florida**



**Fishermen's Community  
Hospital**

**BAPTIST HEALTH SOUTH FLORIDA**

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# Executive Summary

Fishermen’s Community Hospital, the newest member of Baptist Health South Florida, joined the health system on July 1, 2017. The Florida Keys is a chain of islands 110 miles long with Fishermen’s located at the halfway point in Marathon, with the closest hospital over 42 miles away. Prior to Hurricane Irma’s devastation on September 10, 2017, Fishermen’s was an all-purpose, critical access hospital. As a faith-based, not-for-profit institution, Baptist Health is focused on providing high-quality, compassionate care to all our patients, including the poor and uninsured.

## Executive Summary FY 2017 (July-September) Fishermen’s Community Hospital at a Glance:

Licensed beds .....	25
Inpatient admissions .....	45
Patient days.....	113
Surgeries.....	68
Number of employees .....	119
Emergency Center visits .....	1,900
Outpatient visits .....	3,022
Payor mix*: 35.7 percent Medicare 8.6 percent Medicaid	

## Executive Summary FY 2018 (October 2017-May 2018) Fishermen’s Community Hospital at a Glance:

Licensed beds .....	25
Inpatient admissions .....	0
Patient days.....	0
Surgeries.....	0
Number of employees .....	90
Emergency Center visits .....	582
Outpatient visits .....	923
Payor mix*: 26.6 percent Medicare 0.4 percent Medicaid	

\*\* Pre-Hurricane Irma\*\*

\*\* Post Hurricane Irma temporary field set up. Modular Hospital Unit estimated July 2018 \*\*

\*Medicare/Medicaid percentages based on gross revenue and does not include Medicare Managed or Medicaid Managed payors.



# Our Hospital and Our Commitment

Baptist Health South Florida's mission is to improve the health and well being of individuals, and to promote the sanctity and preservation of life in the communities we serve. Baptist Health's vision is to provide preeminent healthcare in the communities we serve. Our organization offers a broad range of clinical services that are evidence-based and compassionately provided to ensure patient safety, superior clinical outcomes and high levels of satisfaction with a patient-and family-centered focus.

Baptist Health is a faith-based force for health, well-being and medical excellence. Our not-for-profit mission is broad, reaching deep into the communities we serve. We strive to implement the latest technology to provide high-quality, compassionate medical care to those in need, regardless of ability to pay. We are committed to a corporate culture rooted in integrity and high ethical standards, reflecting our spiritual foundation. We serve as a lifeline for uninsured people by providing millions of dollars' of free medical care every year. We offer spiritual support to patients and their families, as well as our own employees. We provide free health screenings and educational programs related to disease prevention and healthy lifestyle adoption. We partner with and support dozens of community organizations, faith-based groups and health clinics to make South Florida a healthier place for everyone. Baptist Health has provided \$291 million in charity care and uncompensated services at cost in FY 2017.



# Community Health Needs Assessment & Implementation Plan Process

## What is a Community Health Needs Assessment?

A community health needs assessment is a tool utilized by not-for-profit hospitals throughout the country to engage patients, community leaders, internal and external stakeholders to come together and discuss the immediate and long-term health needs of their communities. The assessment process, which occurs every three years, involves a systematic engagement of patients and community members to prioritize the community's health needs and develop an implementation plan to address them. By conducting a community health needs assessment, we are able to gain a comprehensive understanding of the health issues communities are facing and allocate resources to address them. Thus, making patient and community engagement a central focus of our process.

Fishermen's staff, executive leadership, and community stakeholders participated in focus groups to provide perspective on the overall health concerns of the community to complement the quantitative data presented. The quantitative and qualitative data collected were used to shape the following five distinct health priorities facing the Lower Keys community:

1. Access to Care (for the uninsured)
2. Availability for Primary Care and Prevention
3. Healthy Lifestyles & Wellness Exercise and Nutrition Education
4. Mental Health
5. Barriers to Access Care

## What is an Implementation Plan?

An implementation plan is a written strategy that addresses significant community health needs assessment. The implementation plan, which is developed and adopted by each hospital, must address each of the needs identified in the assessment by either describing how the hospital plans to meet the need or identifying it as a non-addressed need by the hospital with justification. Additionally, the implementation plan provides impact forecasting and an evaluation plan for the impact as it relates to the implemented action plans. Each need addressed must be tailored to that hospital's programs, resources, priorities, plans and/or collaboration with governmental, non-profit or other healthcare organization.

The board of each hospital must approve the implementation strategy within the same fiscal year as the completion of the health needs assessment.

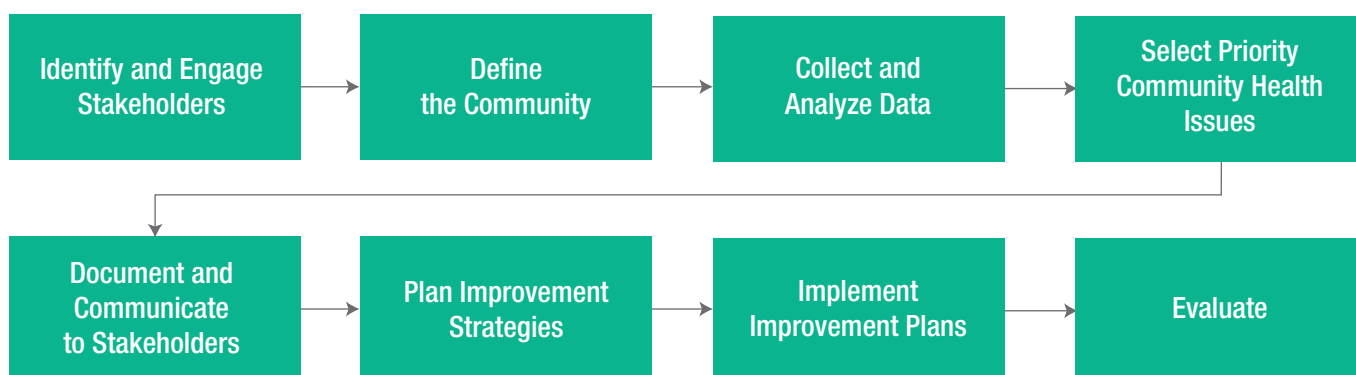


Figure 1. Community health needs assessment and implementation plan eight-step pathway for engaging patients and the community throughout the assessment process.

## Access to Care (for the uninsured)

### Fishermen's Modular Hospital Opens July 23

- Baptist Health opened a new 8,000-square-foot modular hospital on Fishermen's grounds on July 23, 2018. The four-part modular hospital will serve patients for the next two years. The 24/7 emergency room is open to provide continued care to the community. Fishermen's modular hospital lab, pharmacy, respiratory services are up and running. Imaging services include X-rays, CT scans, ultrasounds, and echocardiograms.

### Community Clinics for the Underinsured and Uninsured

- Baptist Health helps to support operations of community clinics that provide a "medical home" for uninsured and underinsured members of the South Florida community. In 2017, Baptist Health contributed more than 2.2 million dollars to five community clinics: Good Health Clinic, Good New Care Center, Open Door Health Center, South Miami Children's Clinic, and Caring for Miami's Project Smile mobile dental unit. Baptist Health also provides additional support by way of donated medical supplies, pharmaceuticals, diagnostic testing, and surgery to serve our community clinic patients.
- In Monroe County, Good Health Clinic, located in Tavernier supports the Upper, Middle, and Lower Keys. In 2017, the Good Health Clinic had over 2,000 patient visits. In order to expand availability and accessibility to the primary care services Good Health Clinic provides to Florida Keys residents, the clinic will establish a satellite office in Marathon, Florida, in FY 2019.
- Caring for Miami's mobile dental unit is on-site at Good Health Clinic once a month.

### Mobile Initiatives

- Care On Demand is Baptist Health's premiere virtual health platform. This service is now available for multiple specialties to treat patients' needs by providing increased access to urgent care for minor injuries and illnesses. Patients are able to manage their health from anywhere, at any time. Prescriptions can be sent directly to the pharmacy of choice and patients are able to get immediate virtual access to a physician, 24 hours a day.

### Support Providers in Caring for the Uninsured

- Baptist Health supports the care of uninsured or underinsured patients through the existing charity care policy. The charity care program provides free hospital care to individuals and families with incomes up to 300 percent of the federal poverty level. Baptist Health also provides direct payments to community physicians to treat charity care patients in the hospital. In 2017, nearly 20,000 patients were granted charity care totaling \$92 million dollars. In addition, Baptist Health encourages our affiliated physicians for uninsured patients in the hospital and in their offices on a timely basis by providing direct subsidies to them.

## Availability for Primary Care and Prevention

### Increase Primary Care Providers

- The federal government designates some areas of the country as "medically underserved." These areas, known as health professional shortage areas, have less than a generally accepted minimum number of clinicians (physicians, dentists, mental health workers, etc.) per thousand population. Monroe County in the Florida Keys is identified as a medically underserved area. Baptist Health recognizes there is a need to increase the availability to primary and preventative care services. There are currently five Baptist Health Medical Group practices in the Florida Keys — four in the Middle Keys service area.

## **Support of Primary Care Providers Through Continuing Medical Education (CME) Activities**

- Baptist Health provides continuing medical education in support of its primary care providers and allied health professionals through its accredited medical education program. In 2017, Baptist Health offered 291 educational courses and awarded a total of 81,149 CME/CE credit hours. The online learning program is free of charge and available to all through the online portal BaptistHealth.net/CME. Currently, Baptist Health offers over 150 free online CME courses, including cardiology, prevention, diabetes, family medicine, emergency medicine, critical care, nephrology, re-licensure and re-credentialing courses, pediatrics, OBGYN, and many others. In addition, CME activities are offered via webcast and are free and available to all community healthcare professionals.

## **Lifestyles: Wellness Exercise & Nutrition Education**

### **Community Health offerings:**

- Baptist Health is committed to improving the health and wellness of our community. Baptist's Community Health department offers free: health education programs, health screenings, exercise, and access to several support groups throughout Miami-Dade, Broward and Monroe counties.

### **Health Education**

In order to impact community health, we must first empower individuals through education and provide knowledge to positively influence health behaviors. Health education can positively influence a community's overall health status. Baptist Health offers free health education programs on a wide variety of health topics, including cancer, cardiovascular health, children's health, diabetes, nutrition, sleep, weight loss and overall wellness. Subject matter experts lead group classes that are open and free to the community on a monthly basis at Mariners Hospital in Tavernier. Baptist Health is also exploring additional opportunities to enhance programming, in collaboration with local partners, to the middle Keys as part of its expanded service area.

### **Community Screenings and Health Fairs**

Baptist Health organizes free health fairs for the communities of Miami-Dade, Broward, and Monroe counties. These health fairs offer a variety of resources available to the public and occur either on hospital grounds or in partnership with community organizations. Biometric health screenings offered include cholesterol, blood glucose, blood pressure, body composition, waist circumference, bone density, and mental health screenings. Health fair participants are coached through their results and given educational information and resources.

### **Support Groups**

Support groups bring people who are going through or have gone through similar experiences. A support group provides an opportunity for people to share personal experiences and feelings, coping strategies and firsthand information about diseases or treatments. For many people, a health-related support group may fill a gap between medical treatment and the need for emotional support. Baptist Health hosts more than 50 free support groups for the community. Mariners Hospital hosts a cancer support group and adult diabetes monthly.

## Mental Health

### Behavioral Health Screening

- All Baptist Health Medical Group sites offer depression screenings and referral services at primary care locations. Additionally, Community Health offers the Patient Health Questionnaire (PHQ-2) to screen for depression free of charge to the community. The purpose of the questionnaire is to screen for depression as a “first-step” approach. Patients who screen positive are referred to other professional resources.

### Mobile Initiatives

- Baptist Health Care & Counseling on Demand now offers experts from mental health services when you need them. This mobile platform gives patients the opportunity to speak to a licensed mental health professional through a secure live video chat on their smartphone, computer or tablet with any of the following:
  - Alcoholism
  - Anxiety
  - Depression
  - Grief
  - Post-Traumatic Stress Disorder (PTSD)
  - Postpartum Depression
  - Substance Abuse

## Barriers to Access Care

### Transportation

- Monroe County paratransit is a door-to-door service for individuals who are “transportation disadvantaged.” Transportation disadvantaged means those persons who because of physical or mental disability, income, status or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to healthcare, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped, high-risk or at-risk. This service is available from MM 0 to MM 113.

### Extended Hours

- To better meet the needs of a diverse community, Baptist Health Medical Group primary care centers offer extended early morning, evening and weekend hours.
  - Marathon Primary Care – Office 1: 5701 Overseas Highway, Suite 8, Marathon  
Hours of Operation: Monday-Friday: 8:30 a.m.-5 p.m.
  - Marathon Primary Care – Office 2: 5701 Overseas Highway, Suite 17, Marathon  
Hours of Operation: Monday-Friday: 8:30 a.m.-5 p.m.
  - Marathon Convenient Care: 5701 Overseas Highway, Suite 17, Marathon  
Hours of Operation: Monday-Friday: 7 a.m.-7 p.m. and Saturday: 9 a.m.-3 p.m.