Caldwell County
Community Health Needs Assessment
May 2016

Prepared by Seton Family of Hospitals. Formally adopted by the Seton Family of Hospitals Board of Directors on May 24, 2016.

For questions, comments or to request a hard copy of this report free of charge, please visit https://www.seton.net/chna-feedback/.

Table of Contents

1. Introduction

The Seton Family of Hospitals (Seton) is a 501(c)(3) nonprofit organization with a long-standing history of serving Central Texas, not only as a health care provider, but as a leader and advocate for improving the health of the population as a whole. The community health needs assessment (CHNA) presented in this report provides a snapshot of local health care needs and informs Seton's decisions about how we can best serve the community.

What is a Community Health Needs Assessment?

A CHNA is a tool used to identify and prioritize health issues and develop targeted interventions to build healthier communities. A CHNA provides important information to policymakers, local public health leaders, health care providers and the general public about the overall health status of the community and the unmet needs or challenges that warrant further attention.

Why do a Community Health Needs Assessment?

A CHNA is used to gather diverse perspectives, mobilize resources and target them to areas of greatest need that have been identified by the community and validated by data.

The 2010 Patient Protection and Affordable Care Act reinforced the importance of community health need assessments by requiring hospitals designated as tax exempt 501(c) (3) nonprofit organizations to complete such an assessment every three years.

How did we define the community?

For the purposes of this CHNA, the community was defined as the geographic boundaries of Caldwell County. Groupings of counties in this

report correspond with the geographic areas Seton uses for planning in Central Texas. In 2012, Caldwell County needs were reported with Gonzalez County and since then, Seton has rearranged our county groupings.

2. Methodology

How did we conduct the Community Health Needs Assessment?

The Internal Revenue Service (IRS) encourages local health care organizations to collaborate on CHNAs to avoid duplication of effort. In this spirit of collaboration, Seton, St. David's Foundation (SDF) and Central Texas Medical Center (CTMC) worked together to gather data and community input to inform the CHNA process for Caldwell County.

Seton took lead on the collection and analysis of county-level demographic and health data, while SDF facilitated gathering community feedback. The three organizations, which share a common vision of healthier communities, shared all of the information collected during the CHNA process and developed their own CHNA reports.

A brief summary of the process and methods used to conduct the assessment is included in the chart below.

Seton	
Component	**Sources**
Phase 1: Collection and analysis of county-level demographic and health data	Behavioral Risk Factor Surveillance System (BRFSS), U.S. Census, American Community Survey, Robert Wood Johnson Foundation Community Health Rankings
St. David's Foundation	
Component	**Sources**
Phase 2: Community and provider input	Nine stakeholder interviews, one focus group and an online survey

The CHNA process included two distinct, but connected phases of analysis.

Phase One:

During the first phase of the project, Seton gathered and analyzed the most recent, publically available county-level demographic and health data for Caldwell County. Seton used a Z-score methodology to compare Caldwell County to ten Central Texas counties, Texas as a whole and the United States across 80 different health measures. Z-scores are a way to standardize different types of data for comparison purposes. This process helped identify major community health needs highlighted in this report.

Phase Two:

For the second phase of the project, feedback was gathered from the broader community using three main methods: one-on-one stakeholder interviews using a standardized interview guide, focus groups and an online survey to rank needs in priority order. Input was solicited from individuals with a broad understanding of the community and its health needs. Key stakeholders included local public health officials, individuals representing the interests of medically underserved, low-income and minority populations, health care providers, educators, public officials and many others. *For a full list of interviewees and focus group participants, please consult Appendix 6.3.*

During the interviews and focus groups, participants were asked to identify the most significant community health needs facing Caldwell County, barriers to meeting those needs and potential solutions.

How were community needs prioritized?

This report synthesizes the findings from both phases of the CHNA process and identifies the most pressing health needs/priorities in Caldwell County. The prioritized needs that are described in the following report were either:

(1) Consistently identified during focus groups, interviews and surveys as major community concerns;

(2) Glaring data points in the county-level health data; or

(3) Raised by the community on some level and validated by county-level data.

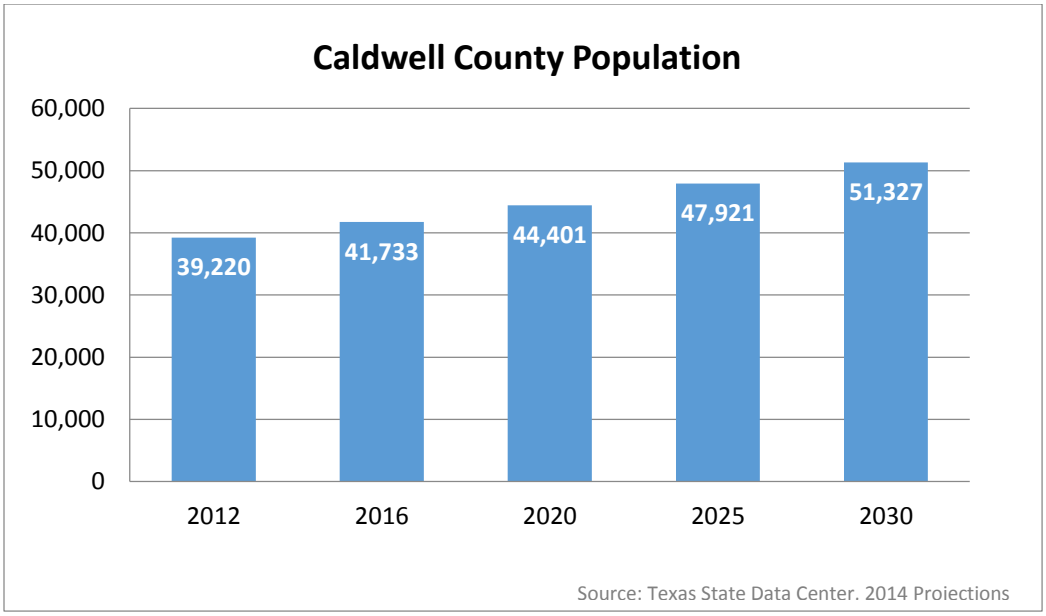
3. Demographic Snapshot

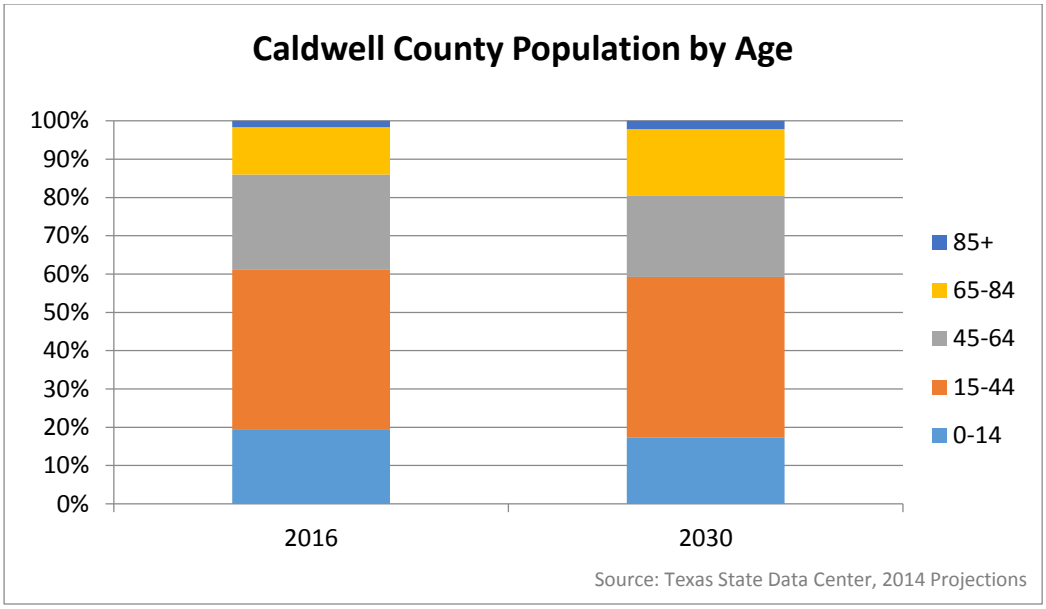
- Caldwell County continues to grow steadily and is projected to be home to more than 51,327 residents by 2030, up 23 percent from its current population of 41,733.

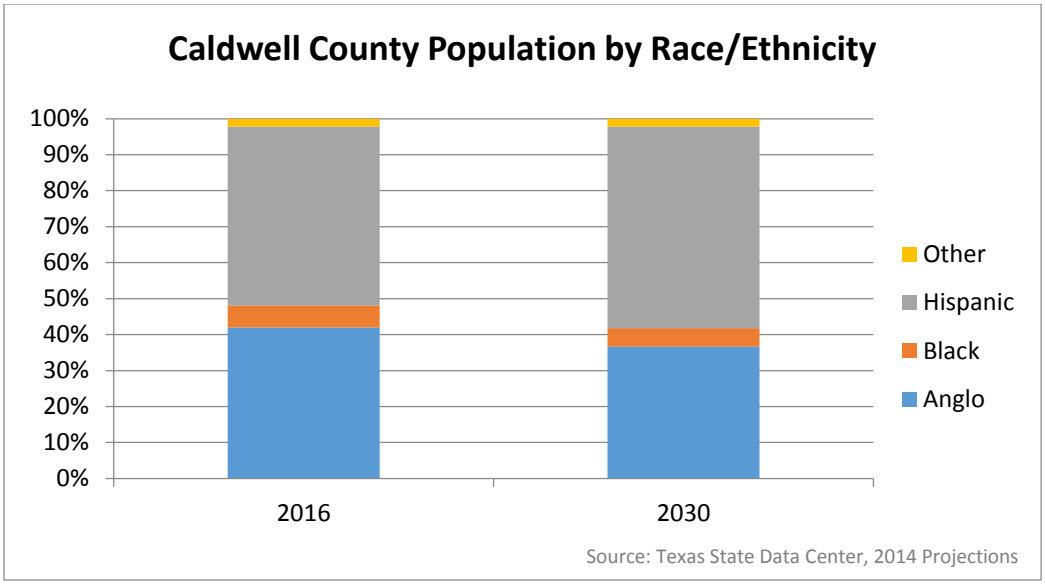
- The population is becoming older. The number of residents between 65-84 years of age is projected to grow from 5,173 in 2016 to 8,846 by 2030, a 71 percent increase.

- Caldwell County is also becoming more diverse with a fast-growing Hispanic community that currently makes up approximately half of the population.

- The two major population centers in Caldwell County are Luling and Lockhart, the county seat located about 30 miles from Austin.





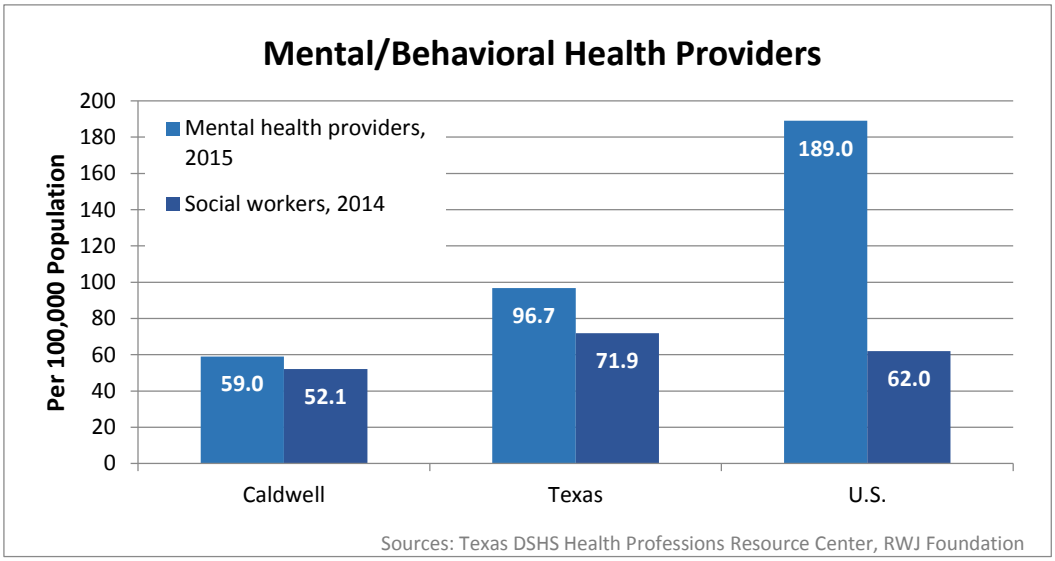


4. Community Health Needs

After reviewing the data and community input, Seton identified five main categories of health priorities: (1) mental and behavioral health care, (2) primary and specialty care, (3) chronic diseases, (4) system of care and (5) social determinants of health.

4.1. Mental and Behavioral Health

The community described mental and behavioral health as a major topic of concern for Caldwell County. The data show that Caldwell does not have enough mental health providers and social workers to serve its growing population. Community members raised concerns over long waiting lists and few services aimed at addressing mental health needs before an emergency situation arises, especially for children. The community also expressed an interest in school-based clinics with mental health counselors who could intervene early and help prevent crisis situations.



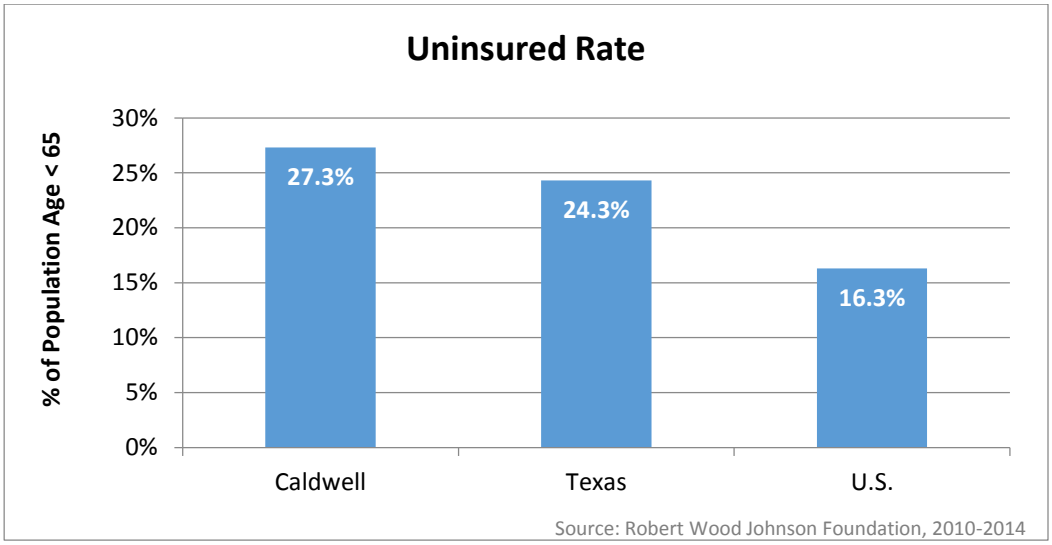
4.2. Primary and Specialty Care

Seton believes in the importance of the right health care at the right time and in the right place. Having an established relationship with a primary care provider and access to specialty medical care is essential to making this a reality.

One of the challenges facing Caldwell County is that about 27.3 percent of the population under 65 is uninsured, compared to 24.3 percent of Texas as a whole and 16.3 percent nationwide. Limited Medicaid eligibility in Texas coupled with the Caldwell County's higher than average share of residents who live below the federal poverty level (18.7 percent) likely contribute to the high uninsured rate. In addition, 26 percent of Caldwell County residents reported that they did not see a physician because of cost.

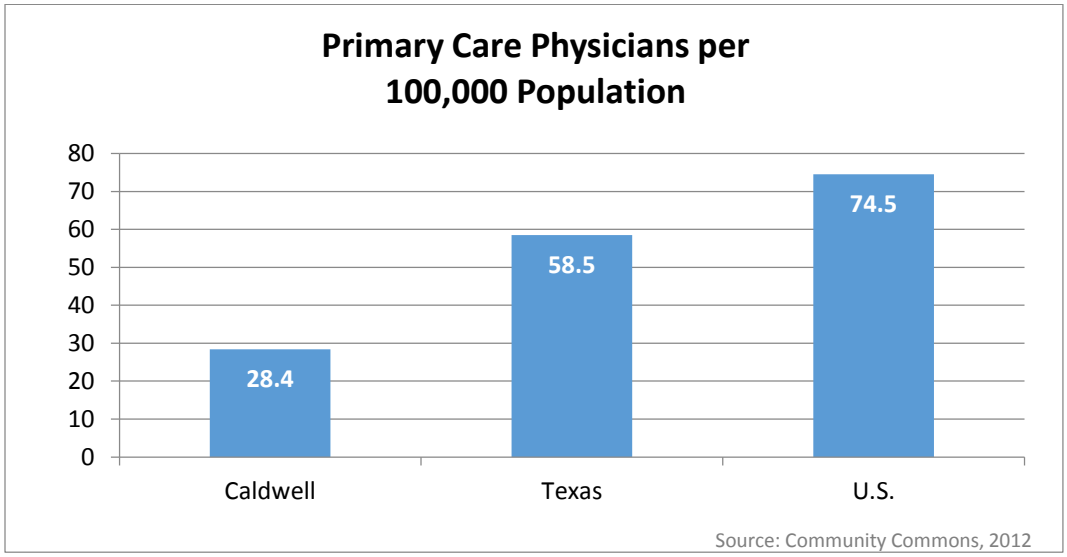
"We still have a lot of people who have no insurance at all or they make too much money to qualify for Medicaid."

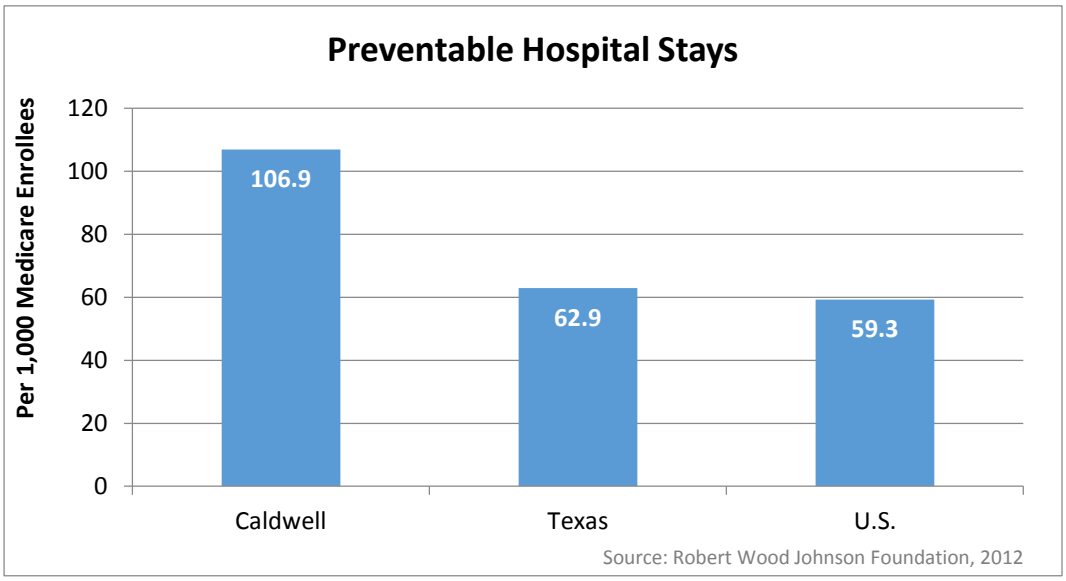
-Caldwell County Community Member



Caldwell County, which is a Designated Healthcare Professional Shortage Area, also lags behind both the state and national average for number of primary care physicians per 100,000 residents. Limited access to primary care can contribute to a higher rate of preventable hospital stays. Caldwell County has very high rates of preventable hospital stays among Medicare enrollees compared to both Texas and the United States. Community

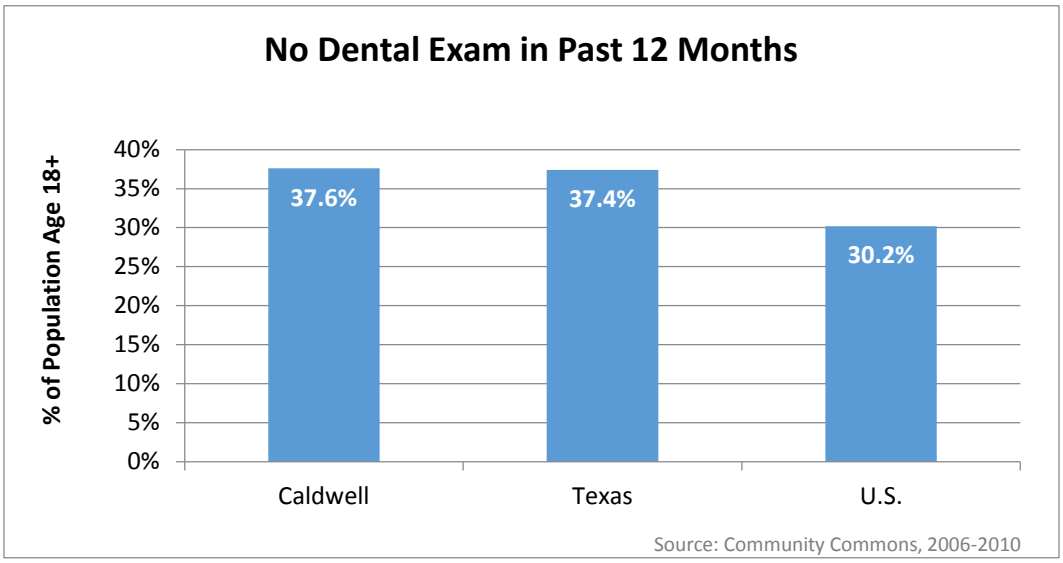
members in Caldwell County stated that the region had a provider shortage and would benefit from an urgent care facility.





Caldwell County residents also identified dental care for adults as an unmet community health need. Adults in the community, particularly seniors, have limited access to dental care, especially for more advanced care like dentures, crowns and root canals.

The number of Caldwell County residents with no dental exam in the past 12 months is only slightly higher than the Texas average, but well above the U.S. average of 30 percent.

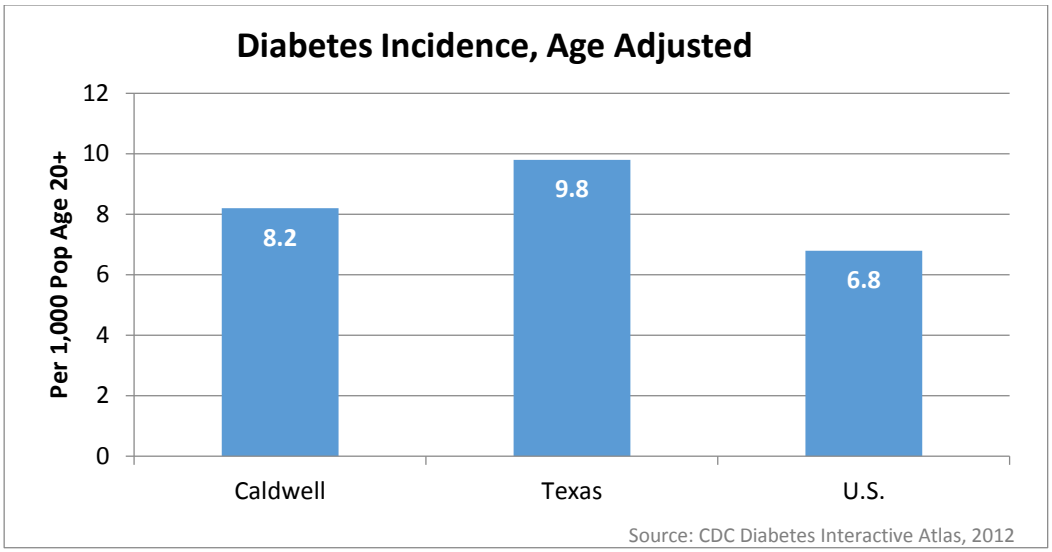


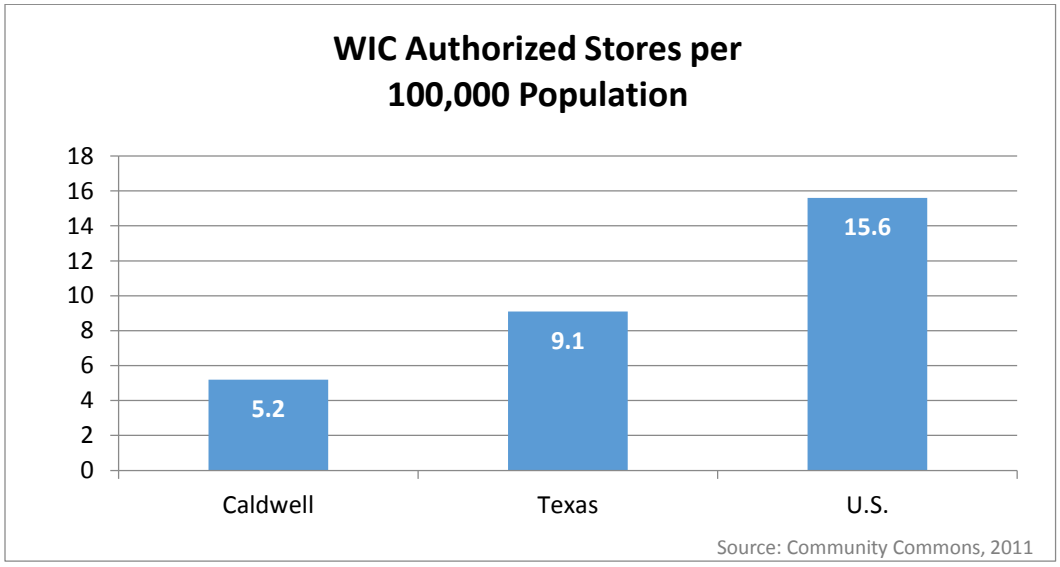
4.3. Chronic Diseases

"If you were to ask me the number one health problem of Caldwell County, I would have said diabetes a few years ago. That's probably going to be obesity at this point with diabetes a close second."

- Caldwell County Community Member

Chronic diseases are long-term conditions that require active health management. One example is diabetes. Although the incidence of diabetes in Caldwell County is slightly lower than the state average, it remains higher than the national average. Members of the community identified diabetes, obesity and the prevalence of unhealthy eating as causes for concern. For low-income families, access to stores that participate in the national Women, Infant and Children special supplemental nutrition program is considerably lower than the state and national average, as illustrated in the chart below.





4.4. System of Care

The need to improve the overall health care delivery system was one of the common themes raised during the Caldwell County interviews and focus group. Community members specifically described the need for better coordination among service providers and additional education for both providers and patients about the range of health care services available in the local community. Community members also suggested multiple ways to

help connect people in the community with the social and medical services they need in a way that is both culturally and linguistically appropriate.

Seton's Commitment to Improving the Health Care System

As a leading provider of health care in Central Texas, Seton also recognizes the need to improve the system of care. Seton is a part of Ascension, the largest nonprofit health system in the United States and the largest Catholic health system in the world. Ascension has adopted four strategic goals, known internally as the "quadruple aim":

- Improved patient outcomes
- Enhanced patient experience
- Enhanced provider experience
- Lower overall cost of care

Ascension's quadruple aim is based on the "triple aim" developed by the Institute for Healthcare Improvement (IHI) for "optimizing health system performance." The IHI is a nonprofit organization established in 1991 with the mission of improving patient care. The IHI Triple Aim includes the following three goals:

- Improving the patient experience of care (including quality and satisfaction)
- Improving the health of populations; and
- Reducing the per capita cost of health care.

4.5. Social Determinants of Health

The Centers for Disease Control and Prevention define the "social determinants of health" as "conditions in the places where people live, learn, work and play that affect a wide range of health risks and outcomes."

Not surprisingly, when community members were asked to identify the most pressing health needs facing Caldwell County, many of their responses focused on issues such as transportation, affordable housing, poverty and social services.

In fact, the community ranked transportation as the top issue facing Caldwell County, citing a direct link between transportation problems and access to health care. Many residents in Caldwell County do not have a vehicle, which makes it difficult to travel to medical appointments or obtain advanced services out-of-town. Public transit options like Capital Area Rural Transportation System (CARTS) are beneficial, but have limited availability and routes. Lack of affordable housing options, especially in Lockhart, is another issue that was raised as a root cause of health-related problems in Caldwell County.

> ***"Basically the number one issue …with regards to health care needs is transportation. There is no real public transportation that allows for quick, timely and convenient access to health care."***
> ***-Caldwell County Community Member***

Seton and Social Determinants of Health

Seton's primary role in the communities we serve is delivering quality health care. However, our mission as an organization is far-reaching. As part of Ascension, the largest nonprofit health care provider in the country, Seton is actively involved in social justice and is committed to improving the social and economic conditions that affect the diverse populations we serve.

In addition, Seton leaders, physicians and associates are active participants in strategic discussions about the most pressing social and economic issues affecting the communities we serve (e.g., transportation, education, affordable housing).

Seton's mission statement:

Our mission inspires us to care for and improve the health of those we serve with a special concern for the poor and vulnerable. We are called to be a sign of God's unconditional love for all and believe that all persons by their creation are endowed with dignity. Seton continues the Catholic tradition of service established by our founders: Vincent de Paul, Louise de Marillac and Elizabeth Ann Seton.

5. Conclusion

Seton recognizes it takes the entire community, working together over many years, to improve the health and the wellbeing of individuals. As we have for more than 100 years, we will continue to collaborate and partner to address the needs in our communities.

Developing this Community Health Needs Assessment was a collaborative effort. Seton wishes to acknowledge and thank the many organizations, individuals and experts who participated in the 2016 CHNA process. We appreciate your partnership and look forward to working together to improve the health of the communities we share.

6. Appendix

6.1. Summary of Caldwell County Health Resources

The chart below provides a high-level overview of the health care resources available in Caldwell County, including acute care facilities (hospitals), primary and specialty care clinics and practices, mental health providers and other nonprofit services that address the social determinants of health such as transportation, affordable housing and poverty. Many of the facilities and organizations listed below are potential resources to address the health needs identified in this CHNA. *The list is not intended to be exhaustive.*

Acute Care	Primary & Specialty Care	Mental Health	Government/Nonprofits
Seton Edgar B. Davis Hospital *(Critical Access Hospital)*	Seton Lockhart Clinics- Family Health Center and Specialty Clinic	Bluebonnet Trails Community Services *(MHMR)*	Capital Area Rural Transportation System (CARTS)
	Lockhart Community Health Services - operated by Community Action, Inc. of Central Texas *(Federally Qualified Health Center)*		County Indigent Health Care Program
	Seton Luling Family Medicine- *(Clinic)*		Warm Springs Rehabilitation
	Community Health Centers of South Central Texas, Inc. *(Clinic)*		Women, Infant and Children Program (WIC)
	Seton Care-a-Van *(Clinic)*		Catholic Charities

6.2. Robert Wood Johnson County Rankings

The Robert Wood Johnson *County Health Rankings* measure the health of nearly all U.S. counties and rank them within states. The rankings are compiled using county-level measures from many different national and state data sources. These measures are standardized and combined using scientifically-informed weights.

For more information, visit: www.countyhealthrankings.org.

Comparison of Caldwell County Stats to Texas and U.S. (Tables)

- Top 5% of U.S. counties
- Top 25% of U.S. counties
- Average
- Bottom 25% of U.S. counties
- Bottom 5% of U.S. counties

Table 1

	Texas	U.S.	Caldwell
High school graduation rate	89.1%	82.2%	91.6%
Some college	58.6%	63.0%	43.3%
Unemployment	5.5%	6.6%	5.9%
Children in poverty	25.3%	21.6%	26.0%
	33.2%	33.0%	36.0%
Children in single parent households			

Table 2

	Texas	U.S.	Caldwell
Uninsured rates	25.2%	17.0%	25.0%
Rate of primary care physicians	58.5	74.5	28.4
Preventable hospital stays	62.9	59.3	106.9
Diabetic monitoring (HbA1c)	83.3%	85.0%	87.1%
Mammography screening	58.9%	63.0%	53.3%

Table 3

	Texas	U.S.	Caldwell
Premature death	6,650	6,622	6,088
Poor or fair health	17.8%	16.0%	
Poor physical health days	3.7	3.7	3.8
Poor mental health days	3.3	3.4	
Low birth weight	8.4%	8.0%	9.0%

6.3. Organizations Represented by Interviews and Focus Groups

Seton, SDF and CTMC collaborated with three entities to complete the CHNA:

- MIA Consulting (Demographic and health data collection and analysis)
- Nybeck Consulting (Community input)
- Mindstorm Consulting (Report preparation)

Nybeck Consulting conducted in-depth interviews and focus groups to gather qualitative data from the community about the health care needs of Caldwell County. The lists below detail the organizations that formally participated in the interviews and/or focus groups. Nybeck Consulting also launched an online survey to further refine the qualitative research findings and help rank the community health priorities.

Organizations Represented by Interviewees

Name	Type
Bluebonnet Trails Community Services	Safety net clinic, mental health
CAPCOG	Community-based organization
City of Lockhart	City or county gov't
Hays-Caldwell Women's Center	Community-based organization
Methodist Healthcare Ministries	Community-based organization
Seton Internal Medicine Practice	Healthcare, nonprofit

Organizations Represented by Focus Group Participants

Name	Type
Caldwell County Commission	City or county gov't
City of Lockhart	City or county gov't
Communities in Schools	Community-based organization
Community Health Ctrs of South Central Tex.	Safety net clinic
DSHS-Caldwell County Health Dept.	State, county, city health dept.
Lockhart Housing Authority	City or county gov't
School Health Advisory Council-Lockhart ISD	Public education, health in schools
Seton Family Health Center Lockhart & Luling	Safety net clinic

6.4. Community Health Needs Listed in Priority Order from Nybeck Consulting Report

Nybeck consultants asked focus group participants to explain the most significant community health needs facing Caldwell County and the people served by the participant's organizations, barriers to meeting those needs, and potential solutions. The needs are listed below in priority, according to key stakeholders' responses to the online survey and a qualitative assessment of the interviews and focus group. Seton used this information to develop the Community Health Needs Assessment.

More robust transportation system. *Several participants named transportation as the number one priority and reported a direct link between transportation problems and access to healthcare. People in Caldwell want an affordable collaboration for a public transportation system.*

Mental and behavioral healthcare. *According to participants, there is a shortage of providers, and there are very few mental and behavioral healthcare resources aimed at serving the mental health needs of the community, especially children, before emergencies develop.*

Physical healthcare. *Participants described a lack of access to primary, preventive, and specialty care, partly due to a shortage of providers. Participants called for a 24-hour stand-alone emergency clinic or urgent care clinic, other healthcare facilities that provide specific services, integrated care at school-based clinics, specialists who would work part-time in Caldwell, and a pipeline for future healthcare professionals.*

Resources and services supporting healthy lifestyles. *Assessment participants described a high prevalence of unhealthy lifestyles and an unwillingness to change habits among residents. There is a lack of health-related education and knowledge among people living in Caldwell. Suggested solutions include: getting preventive education and services to the people who need them, provision of car seats, child care and after-school care, and parenting classes, especially for teen parents.*

Affordable housing. *Participants rated housing as a high priority during interviews. There are not enough affordable and transitional housing options in Caldwell County, especially in Lockhart. Participants emphasized the lack of sufficient resources and service coordination to assist homeless people. They described the lack of stable housing as a barrier to a better life and as a root cause of health-related problems.*

System of Coordination Among Social Service and Healthcare Providers. *Focus group participants described a lack of communication among providers and a resulting lack of knowledge about available resources and referral opportunities. With a system in place, coordination among service providers would be more efficient, clients and patients would receive better care, and money would be saved.*

Participants suggested investments in creating a formal system that would include paid professional staff and information-sharing opportunities and tools. They also emphasized that collaboration and strategic partnerships are important to improving community health in Caldwell.

***Patient navigation and education about available resources**. Providers are experiencing difficulties with outreach and explained that people most in need of services often do not know about them or how to access them. Participants suggested that a system of coordination among providers would lead to higher-quality information and referrals for clients and patients. They also suggested designing new modes of outreach to specific groups, strengthening existing community outreach, and providing more culturally and linguistically appropriate announcements and publications.*

***Dental care among adults**. Assessment participants described an unmet need for dental care among adults, particularly seniors.*

***Resources and services to combat poverty**. In Caldwell, "…there is a significant population in poverty, particularly children." "We have the hidden poor... We have homeless and everything, but it's not acceptable for them to be out in the open." Suggestions centered on workforce and economic development and coordinating services for the homeless.*

***Resources and treatment for substance abuse**. Several participants communicated an increasing need for substance abuse services and treatment and trained providers. They would like to see more funding, more continuity of services, an expansion of outreach and preventive services, and an expansion of treatment services for those already suffering from substance abuse.*

***Reproductive health services and teen pregnancy prevention**. Caldwell County has a fairly high rate of STDs compared to Texas. Participants named pregnancy prevention among teens and women's health as issues to prioritize.*

6.5 Previous CHNA Efforts & Progress

2013 CHNA Prioritized Needs

Seton conducted its first CHNA for Caldwell County in 2013. The CHNA identified the following prioritized needs for FY 2014-2016:

1. Behavioral Health
2. Access to Care
3. Obesity
4. Chronic Disease and Disease Management
5. Community Collaboration

Seton Healthcare Family and Seton Edgar B. Davis Hospital have worked to address these needs in Caldwell County. This appendix includes a summary of the impact Seton has made on these community needs in Seton Fiscal Years 2014 -2016 (July 1, 2013 – June 30, 2016).

Additional Methodology- Comments on the 2013 CHNA

Seton Edgar B. Davis Hospital made the previous CHNA reports available online at https://www.seton.net/wp-content/uploads/2016/06/Caldwell_Community_Needs_assessment.pdf. The public were invited to submit comments via email to kabney@seton.org. No comments were received on this CHNA.

Progress & Impact on Community Health Needs

Need	Strategy	Progress & Impact
Behavioral Health	1. Heritage Program- Outpatient Psychiatric Care for Seniors	The Seton Heritage Program is a mental health treatment program that provides individualized treatment to older adults who suffer from psychiatric, emotional or behavioral disorders. The program provides outpatient group and individual therapy Monday through Friday and is staffed by a licensed multi-disciplinary team including a psychiatrist, registered nurses, social workers and counselors. In FY 14-16, Seton served 73 newly admitted patients residing in Caldwell, Hays, Gonzales, Bastrop, Fayette counties.
	2. Behavioral Health Consultations via Telemedicine	Seton expanded access to behavioral health consultations 24/7 via telemedicine. Telemedicine consultations allow emergency department patients to transition more

Behavioral Health		quickly to the appropriate setting for care.
Access to Care	1. Primary Care Access through Rural Health Clinics	Seton provides primary care to the poor and vulnerable through several Rural Health Clinics serving Caldwell, Burnet, Llano and Lampasas Counties. Clinic services include a walk-in urgent care center, pediatric care and family medicine. Seton also provides care and navigation to patients enrolled in the Caldwell County Indigent Care Program.
	2. Children's Care-A-Van-Pediatric primary care mobile clinic	Seton Edgar B. Davis Hospital Children's Care-A-Van serves children in Caldwell, Hays, Gonzales, Travis, Guadalupe, and Bastrop Counties at local area schools and churches. The Care-A-Van responds to a need for affordable and accessible health care in this rural county, where pediatric care is scarce and there are no other providers for uninsured children or children enrolled in the Children's Health Insurance Program (CHIP) or Medicaid. The Children's Care-a-Van is one of two pediatric Medicaid providers to serve the entire county. The SEBD Care-A-Van had 6,271 patient encounters in FY 14-16.
	3. Patient navigation assistance through Nurse Triage Call Center	Seton's Nurse Triage Call Center makes Registered Nurses available around the clock, 24-hours a day, 7 days a week, free of charge to assist callers with urgent care needs and schedule doctors' appointments to avoid unneeded emergency room visits. The Call Center nurses are able to schedule same and next-day appointments for callers at participating clinics. The Call Center received 88,591 calls during FY15.
	4. Patient Pharmacy Assistance Program (PPAP)	PPAP increases pharmacy access by providing discounted prescription drugs to low-income patients. In FY 15-16, the program provided patients in

Access to Care		Caldwell County a total of $5.2 million in medications.
	5. Caldwell County Indigent Care Program	Seton manages the Caldwell County Indigent Care Program, providing enrollment, navigation, care, and other services to very low-income, uninsured Caldwell County residents. The program served 25 patients in 2014, 21 patients in 2015, and 26 patients from 1/1/2016 to 7/1/2016.
	6. Emergency Medical Services	To provide much needed emergency and medical transport services throughout the rural county, Seton managed and operated the Emergency Medical Services through partnership with the Cities of Lockhart and Luling as well as Caldwell County.
Obesity	1. Community Health Coalition of Caldwell County	In 2013 and 2014, Seton partnered with this community non-profit, the City of Lockhart, and the AgriLife Extension Office to promote healthy eating. The Coalition provided fresh, local produce by establishing two community gardens.
Chronic Disease and Disease Management	1. Seton Network Oncology Services	The Seton Cancer Care Team provides vital case management services plus a variety of physical, emotional and spiritual support programs to adult Central Texas cancer patients and their families. Oncology nurse navigators used navigation tracking systems to monitor, diagnose, and track outcome results for 2,586 patients in FY15. The Seton Cancer Registry tracks all cancer diagnoses, treatment, and long term outcomes for any patient diagnosed or treated in the Seton Healthcare Family. In 2015, the Seton Cancer Registry abstracted over 4,200 cases of cancer.
	2. Women's Oncology Care Screening	Seton Cancer Screening provides cervical screening to underserved Central Texas women. In FY15 Seton Cancer Screening provided Pap smears

Chronic Disease and Disease Management	3. Diabetes Education Program	and follow-up care to 550 women. Through the Diabetes Education Program, patients improved diabetes self-management, including improved blood sugar control, dietary intake, physical activity, and BMI/ weight loss. The program served 2650 patients in Caldwell, Hays, Williamson, and Travis Counties in 2014 and 2015.
Community Collaboration	1. Community Health Coalition of Caldwell County	Seton continued partnership with the Community Health Coalition of Caldwell County to improve the health of individuals residing in the county. In May 2014, Seton assumed ownership and operations of the prescription assistance and diabetes education programs started by the Coalition.