

**Seton West Region
(Burnet, Llano and Blanco Counties)
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/>.***

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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 those resources to areas of greatest need identified by the community and validated by data.

The 2010 Patient Protection and Affordable Care Act further reinforced the importance of community health needs 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?

This CHNA addresses the health care needs of Seton’s West Region, which includes Burnet, Llano and Blanco counties. Groupings of counties in this report correspond with the geographic areas Seton uses for planning in Central Texas.

2. Methodology

How did we conduct the Community Health Needs Assessment?

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 data available for the West Region. Seton used a Z-score methodology to compare the West Region to 10 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 and prioritize major health care needs highlighted in this report.

Phase Two:

For the second phase of the project, Seton gathered community input using an online survey and focus groups conducted by Baylor Scott & White. The survey developed by Seton was distributed to a broad sector of the West Region, including local public health officials, individuals representing the interests of medically underserved, low-income and minority populations, health care providers, educators and others. *Appendix 6.3 of this report includes a list of the organizations Seton contacted to gather community input.*

How were Community Health Needs Prioritized?

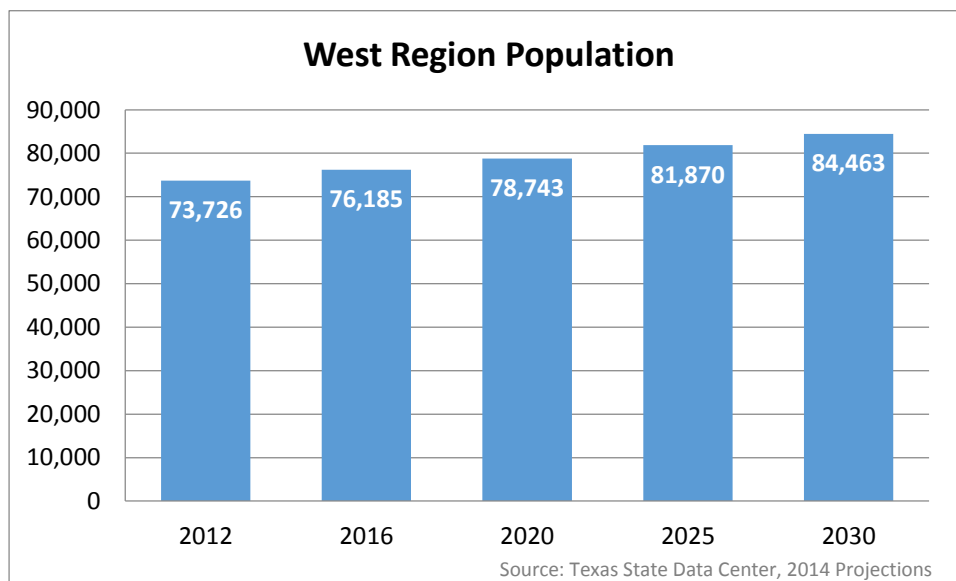
This report synthesizes the findings from both phases of the community health assessment process and identifies the most pressing health needs/priorities in the West Region. The prioritized community health needs that are described in the following report were either:

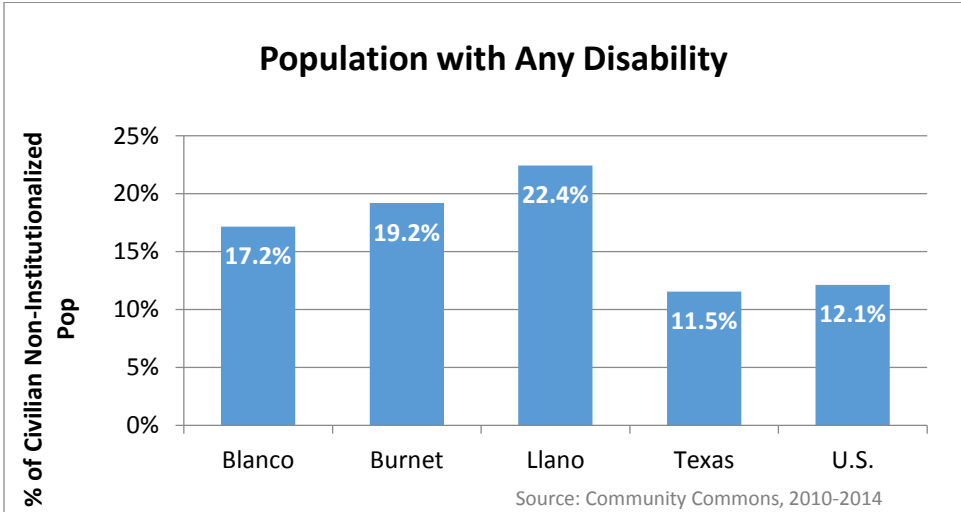
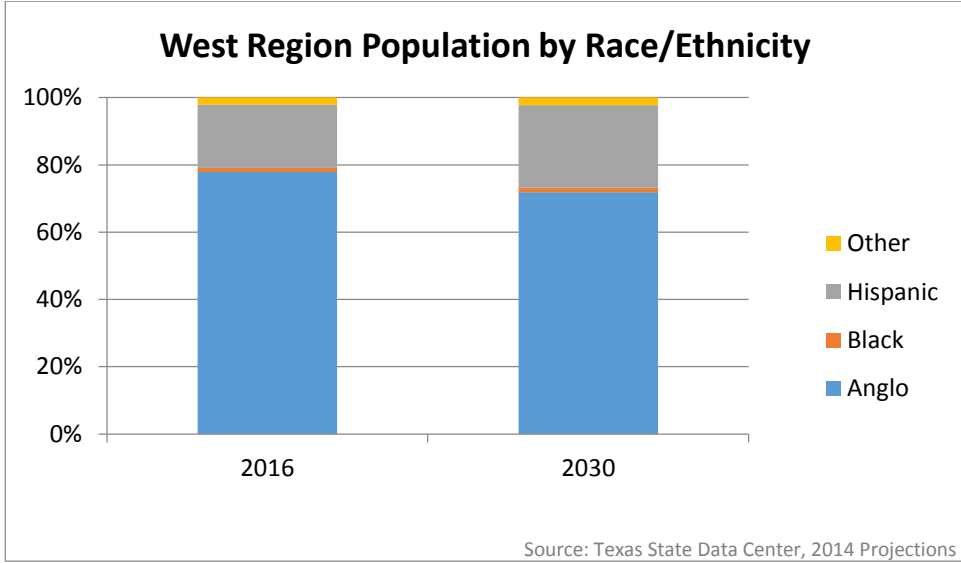
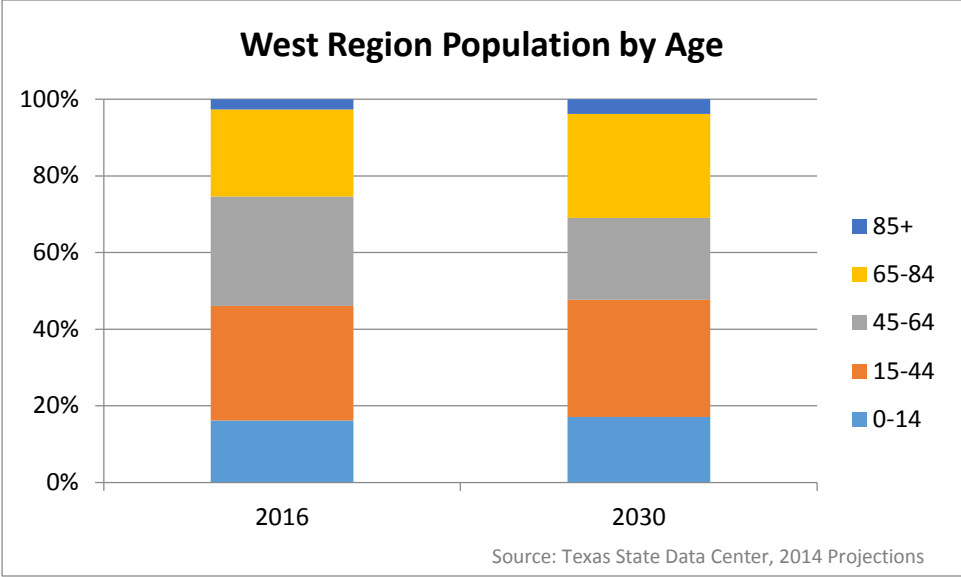
- (1) Raised in the survey or during focus groups as significant community concerns,
- (2) Glaring issues identified in county-level health data or
- (3) Identified by the community on some level and validated by quantitative data.

3. Demographic Snapshot

- The West Region’s population is growing with a projected increase of 8,278 residents between 2016 and 2030.
- The West Region is in the heart of the Texas Hill Country and is largely rural.
- Between 2016 and 2030, the percent of the population over 65 years of age in the West Region is projected to grow from 25 percent to 31 percent of the overall population.
- The West Region is becoming more ethnically diverse with a fast-growing Hispanic population.
- A high percentage of the population in the West Region have disabilities, which may pose special community health issues.

Demographic Data





4. Community Health Needs

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

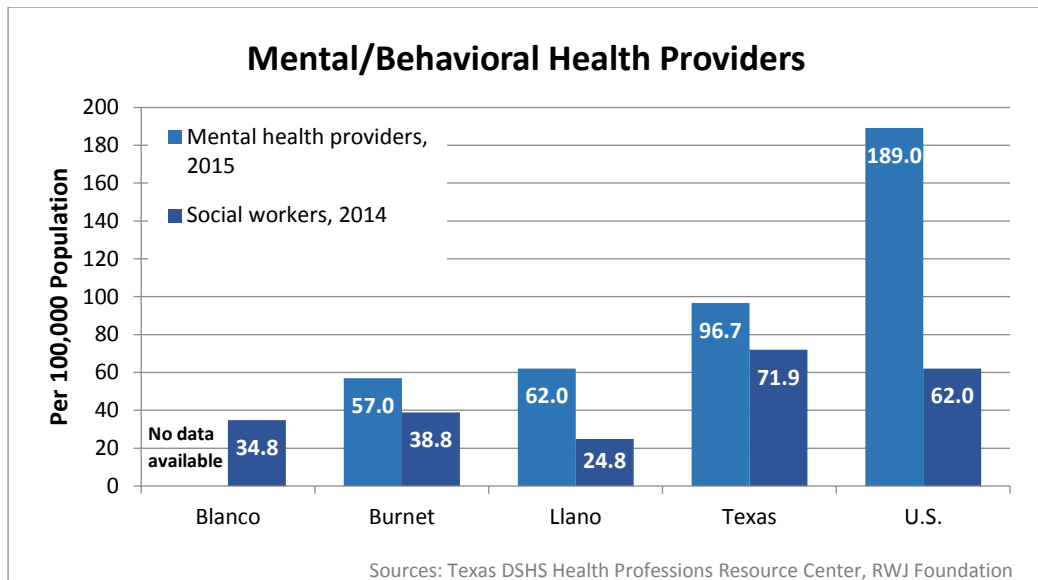
4.1. Mental and Behavioral Health

Participants in both West Region focus groups identified increasing availability of mental health services as the top community health need. Members of the community stated that early intervention, treatment services and long-term mental health services are not available within the local community.

The rate of mental health providers in the West Region is significantly lower than both the Texas and U.S. average, validating the concerns raised by members of the community.

"[Mental and behavioral health care] is a huge issue in this area and there doesn't seem to be much help for this population. People with these issues also have problems in many of the other areas of health."

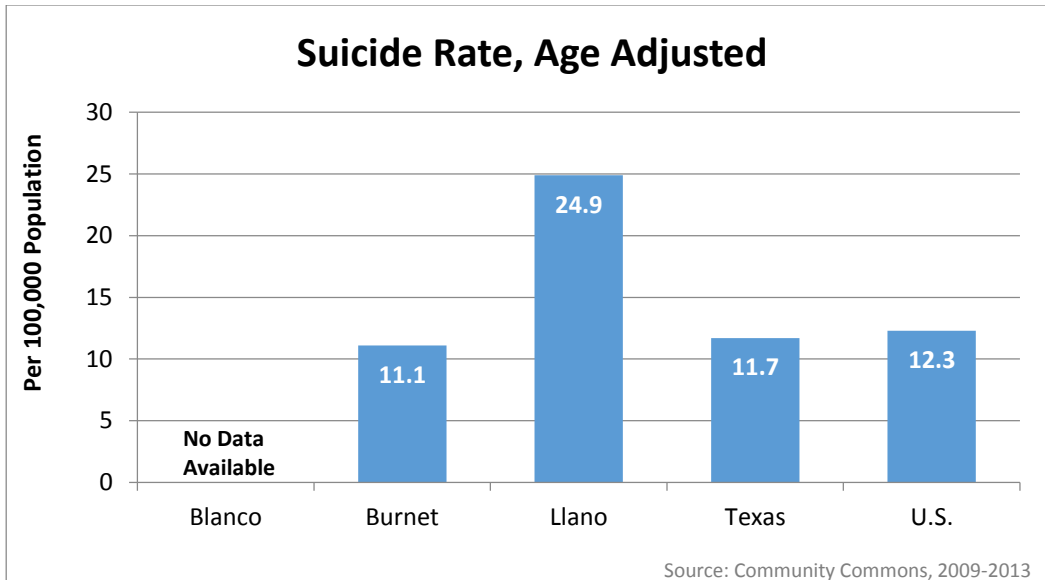
-Local hospital employee



Community members indicated that emergency rooms are the only available option for individuals experiencing a psychiatric emergency. Once the patient is discharged, because no follow-up is available, the individual often returns to the emergency room.

Substance abuse is also perceived as a problem in the West Region. According to focus group participants, the community lacks a comprehensive response to treating substance abuse and the right professionals and coordination needed to intervene during a crisis. The online survey also found that substance abuse was a key issue that affected a large number of people in the community.

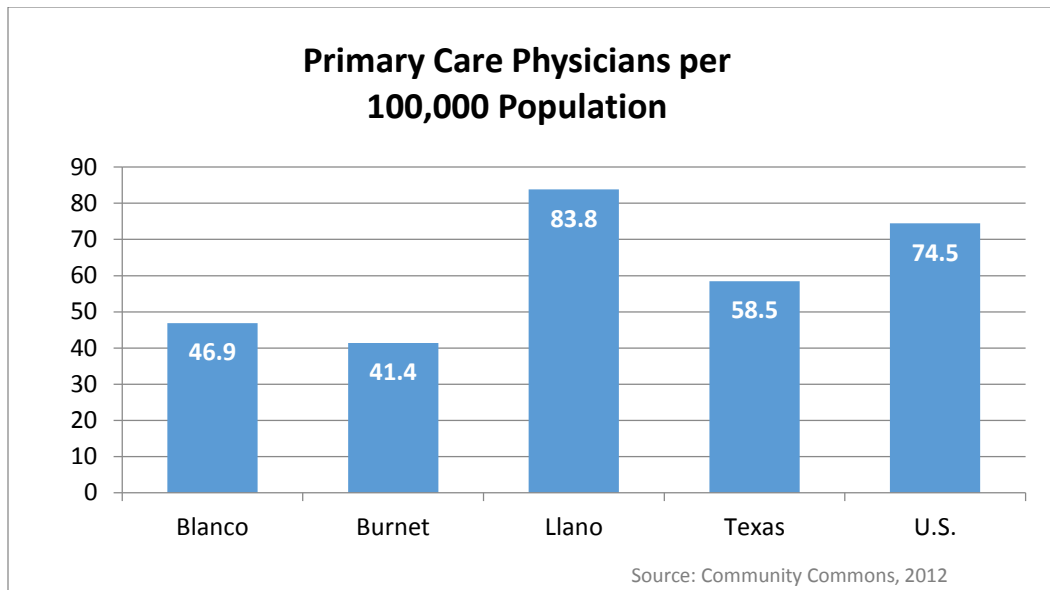
As indicated in the table below, the suicide rate in Llano County is more than double the rate in Texas and United States. According to community input, the suicide task force that is in place in the region is underutilized.



4.2. Primary and Specialty Care

Two of the three counties in the West Region (Blanco and Llano) have a lower than average rate of primary care physicians and have been designated Health Profession Shortage Areas by the federal government. Llano County has a higher rate of primary care providers than both Texas and the United States.

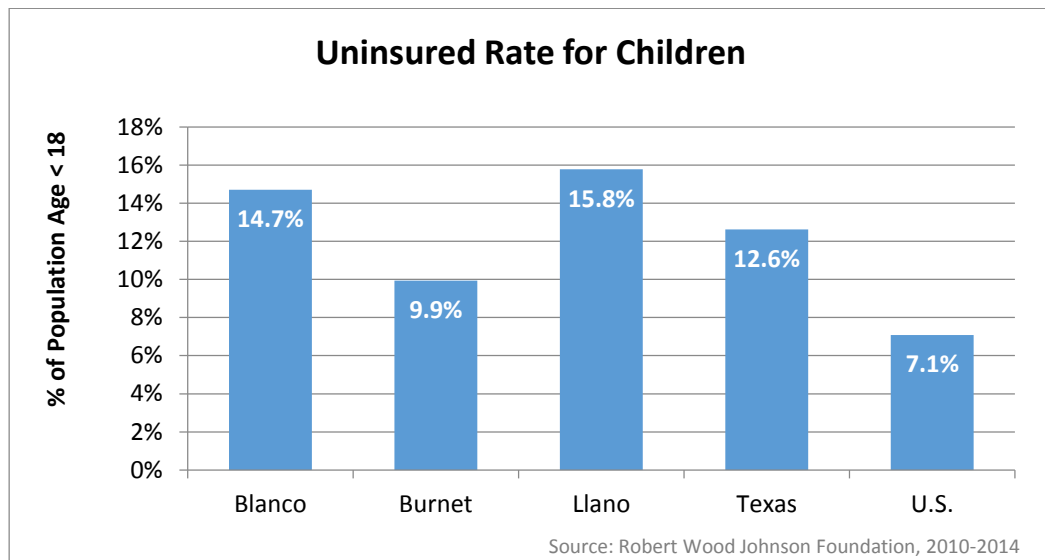
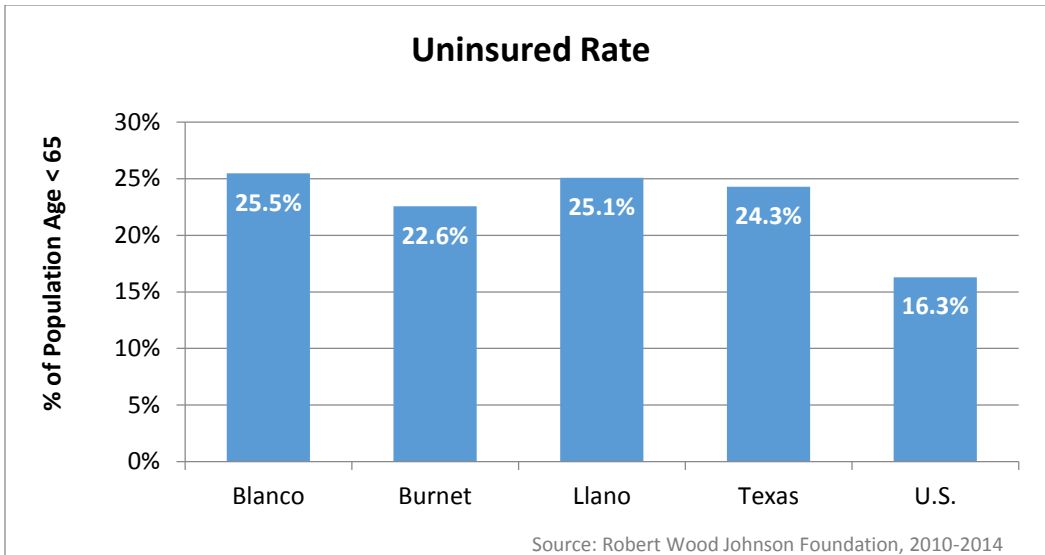
According to community input, a new hospital opened in June 2015 in Marble Falls has improved access to specialists in the area. However, challenges persist. For example, the community said that expanding access to pediatric specialists and oncology care was a top community health need.



The uninsured rate in the West Region among adults is about the same as the state average, but still higher than the U.S. average. However, the uninsured rates for children in Blanco and Llano counties are considerably higher than the state and national averages. The uninsured rate for children in Llano County (15.8 percent), for example, is more than twice the U.S. average of 7.1 percent.

Community members also raised many issues about insurance coverage. For example, focus group members reported that some people who have purchased insurance through the insurance exchange marketplace cannot afford the high deductibles and still avoid seeking care. Others believe that it is more affordable to pay the penalty than to pay monthly insurance premiums. Individuals without any coverage at all are unaware of the resources available to them.

Members of the community suggested placing bilingual support at the local hospital to help seniors and the indigent understand their available coverage options.

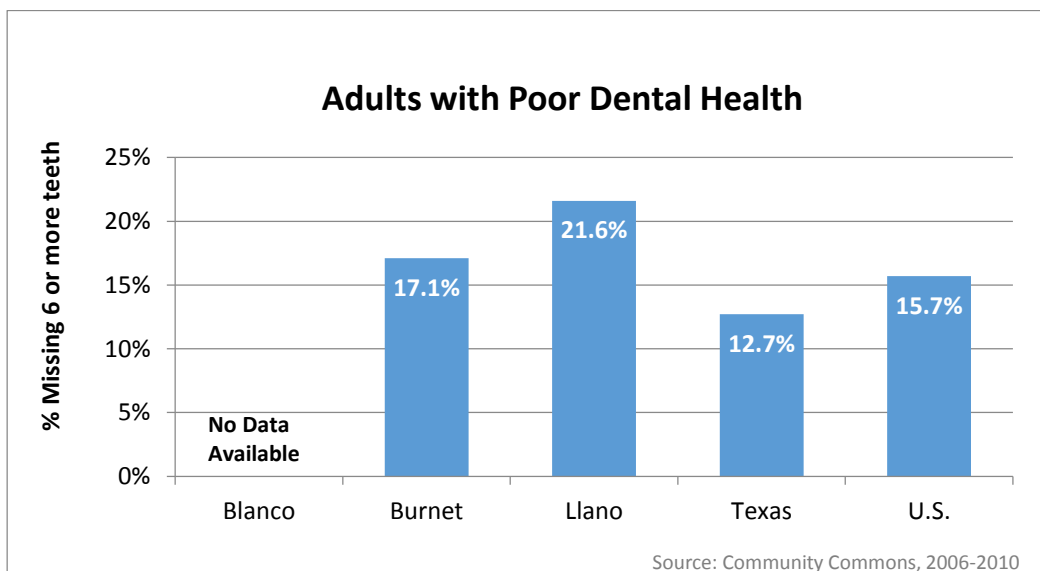
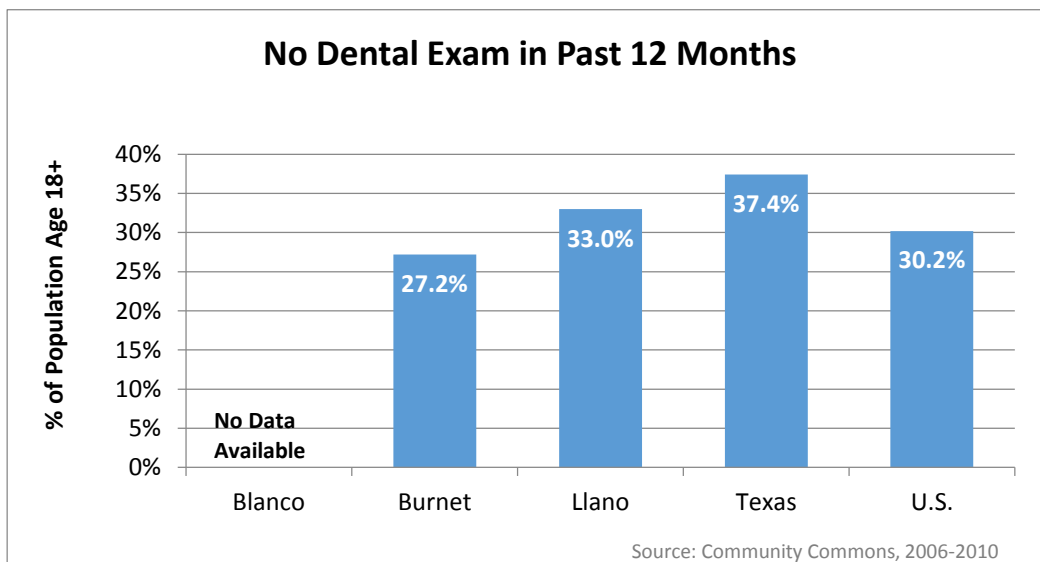


According to the community, there is a shortage of dental services in the area, especially for the poor. The online survey also found that access to dental care is a high priority and need affecting a large number of people in the West Region.

"While we do have a low cost dental clinic, it is rarely available due to a lack of volunteer dentists."

- Representative, Early Childhood Intervention Program

The data shows that the West Region is performing about average in terms of the percent of individuals who report having had a dental exam in the past 12 months. However, as illustrated below, Burnet and Llano counties fare worse on the indicator: "Adults with Poor Dental Health."

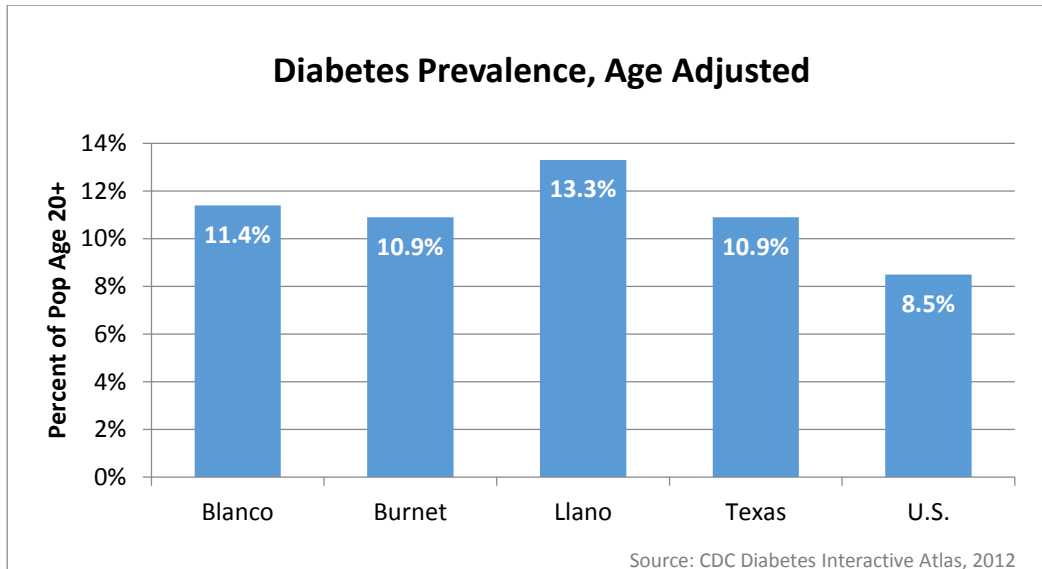


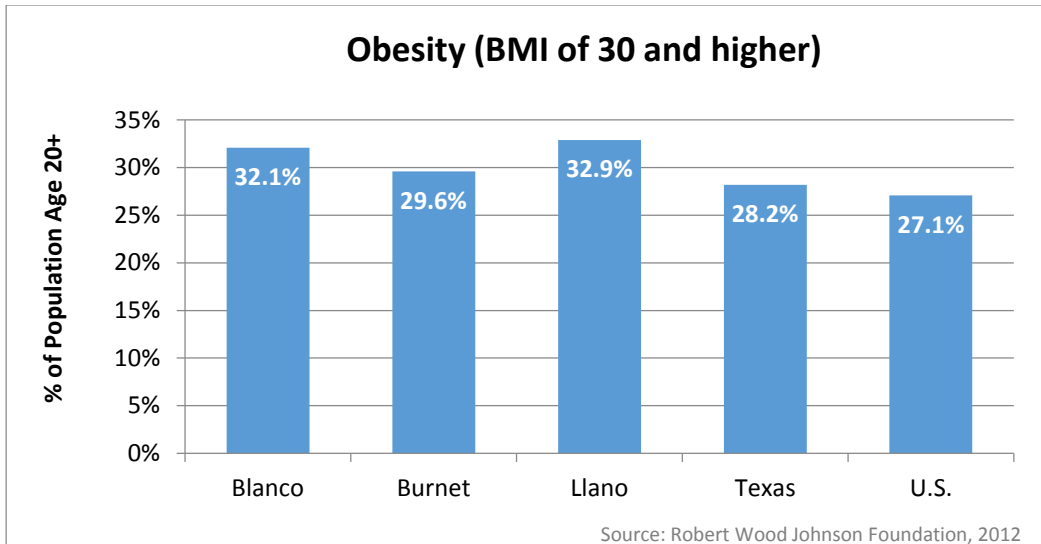
4.3. Chronic Diseases

Chronic diseases are long-term conditions that require active health management. Common examples include obesity, diabetes and high blood pressure (hypertension).

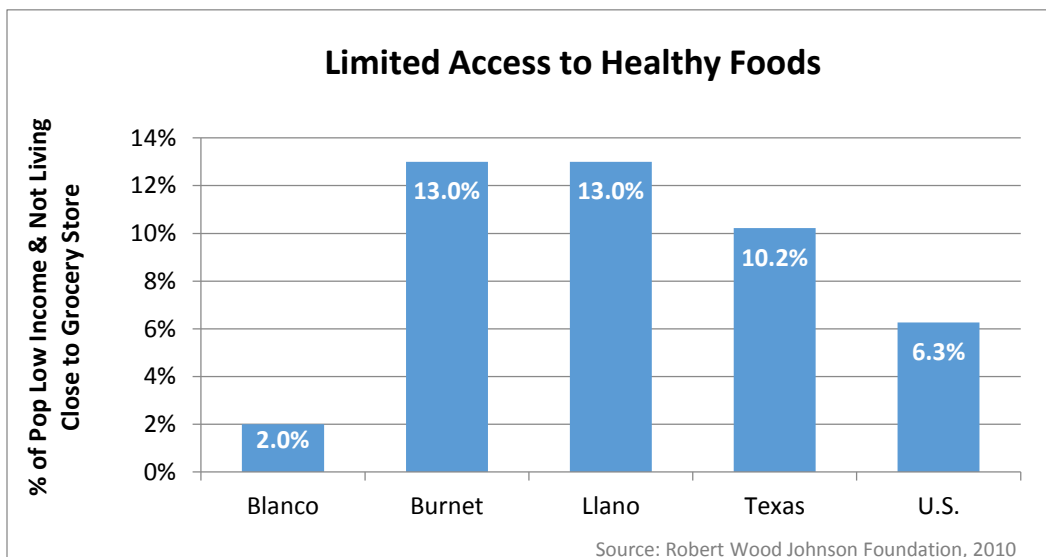
Community members in the West Region identified diabetes as a significant health concern. That concern is validated by the data. The rates of diabetes in all three counties that comprise the West Region are higher than the U.S. average.

Another concern raised by the community was obesity. Adult obesity rates are higher in all three West Region counties than in Texas and the United States. The rates of physical inactivity in Burnet and Llano are also higher than the U.S. average, which may contribute to the obesity issue.





Another factor in the West Region that may contribute to the problem of diabetes and obesity is limited access to healthy foods. Although Blanco fares well, more than 13 percent of low-income residents in Burnet and Llano counties do not live close to a grocery store, compared to 10.2 percent in Texas as a whole and 6.3 percent nationwide.



4.4. System of Care

Focus group participants stated that it is cumbersome and confusing for many community members to access care. Some said that there is a lot of “red tape” involved in accessing care and that outreach efforts need to be bilingual to build trust.

“Challenges with health care access persist within the overall community especially in the aging, senior, indigent, uninsured and Spanish-speaking populations.”
-West Region focus group report

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:

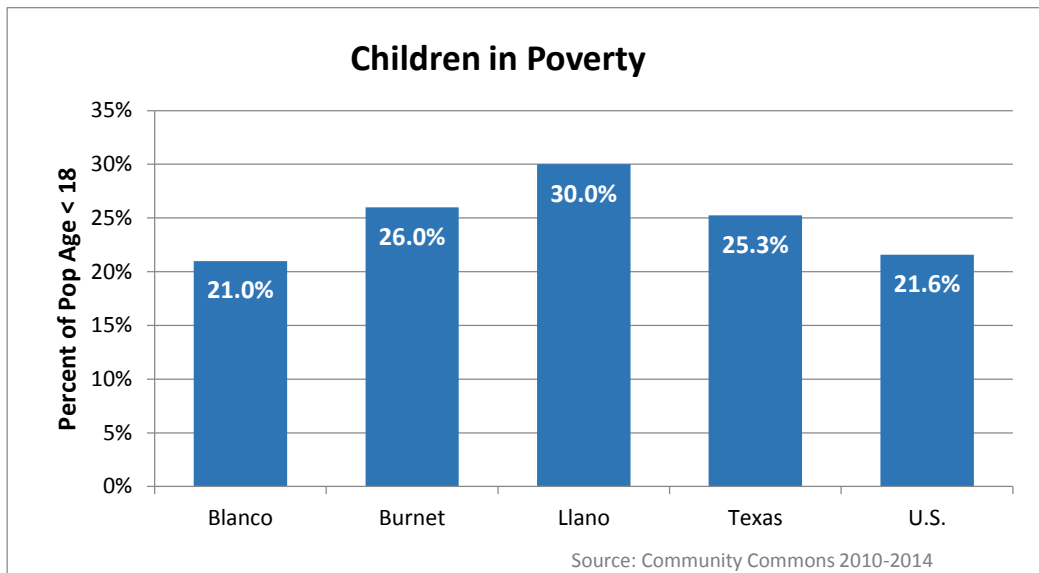
- Improving the patient experience of care (including quality and satisfaction)
- Improving the health of populations; and
- Reducing the per capita cost of health care.

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.”

Community members in the West Region identified transportation as a major barrier to accessing health care, particularly for Blanco County residents. Because certain types of specialty care are not available in the West Region, travel to Austin is often needed. For families without a car or seniors unable to drive, the 60- to 90-minute drive can pose a serious challenge.

Survey respondents identified poverty as a significant issue. As indicated in the chart below, the child poverty rate in Llano County is considerably higher than the U.S average with nearly 1 in 3 children living in poverty.



"We can create some solution for everything else, but without food and other resources, people cannot get back on their feet."
– Local nonprofit social services provider

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, to improve the health and the wellbeing of individuals. As we have for over 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 that 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 Community Health Resources
















































The chart below provides a high-level overview of the health care resources available in the West Region, 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, poverty and nutrition. Many of the facilities and organizations listed below are potential resources to address the health needs identified in this CHNA. *This list is not intended to be exhaustive.*

Acute Care	Primary & Specialty Care	Mental Health	Government/Nonprofits
Seton Highland Lakes (Burnet)	Seton Burnet Health Care Center	Bluebonnet Trails Community Services	Capital Area Rural Transportation System (CARTS)
Baylor Scott & White (Marble Falls)	Seton Kingsland Health Care Center	Llano County Mental Health Center	Women, Infants and Children Program (WIC)
Baylor Scott & White (Llano)	Seton Marble Falls Health Care Center		Community Indigent Health Care Program
	Lone Star Circle of Care Family Care Center-Marble Falls		Catholic Charities
	Baylor Scott & White Clinics in Johnson City, Kingsland, Marble Falls, Burnet		Highland Lakes Partnership
	Baylor Scott & White specialty clinic		
	Seton Care-a-Van		

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 Blanco 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					
<i>Table 1</i>						
	Texas	U.S.	Blanco	Burnet	Llano	
High school graduation rate	89.1%	82.2%	 96.6%	 95.1%	 97.2%	
Some college	58.6%	63.0%	 57.0%	 48.3%	 53.8%	
Unemployment	5.5%	6.6%	 4.0%	 4.6%	 5.5%	
Children in poverty	25.3%	21.6%	 21.0%	 26.0%	 30.0%	
Children in single parent households	33.2%	33.0%	 22.0%	 36.0%	 40.0%	
<i>Table 2</i>						
	Texas	U.S.	Blanco	Burnet	Llano	
Uninsured rates	25.2%	17.0%	 27.0%	 27.0%	 25.0%	
Rate of primary care physicians	58.5	74.5	 46.9	 41.4	 83.8	
Preventable hospital stays	62.9	59.3	 37.9	 63.9	 51.4	
Diabetic monitoring (HbA1c)	83.3%	85.0%	 90.4%	 85.9%	 85.6%	
Mammography screening	58.9%	63.0%	 56.5%	 59.1%	 68.0%	
<i>Table 3</i>						
	Texas	U.S.	Blanco	Burnet	Llano	
Premature death	6,650	6,622	 7,118	 7,670	 9,198	
Poor or fair health	17.8%	16.0%		 8.1%	 18.0%	
Poor physical health days	3.7	3.7		 1.7	 3.2	
Poor mental health days	3.3	3.4		 2.8	 3.6	
Low birthweight	8.4%	8.0%	 7.3%	 6.9%	 7.7%	

6.3. Sources for Community Input

Organizations Contacted for Online Survey

- Bluebonnet Trails (Includes Early Childhood Intervention)
- Marble Falls ISD
- Girling Health Care
- Methodist Healthcare Ministries
- Texas Department of State Health Services
- Texas Health and Human Services Commission – Medicaid Division
- Outreach Health Services
- Baylor Scott & White
- Capital Area Rural Transportation System (CARTS)
- Seton Healthcare Family – Highland Lakes Hospital
- Hill Country Children’s Advocacy Center
- Capital Area Council of Governments (CAPCOG)
- Texas Housing Foundation
- Carl Farley’s
- Llano, Burnet, and Blanco County Indigent Care (County Health Departments)

Baylor Scott & White Participant Organizations

Organizations and Populations Represented

The following table identifies the participating organizations and the required categories for solicited input they may represent

Organization	Public Health	Medically Underserved	Low Income	Chronic Disease Needs	Minorities
Area Agency on Aging				X	
Central Counties Services		X			
Temple Community Clinic		X	X	X	X
Greater Killeen Free Clinic		X	X		
Texas Department of State Health Services	X			X	
Central Texas 4C, Head Start		X	X		
Body of Christ Community Clinic		X	X		
Temple City Council, District 2					
Temple Independent School District					X
Central County Services, MHMR		X	X		
Central Texas United Way		X	X	X	
Helping Hands Ministry			X		
Bell County Indigent Health Services	X	X	X		

Source: Truven Health Analytics, Baylor Scott & White Community Health Needs Assessment, Central Texas Division, Zone 4, September 22, 2015.

6.4. Previous CHNA Efforts & Progress

2013 CHNA Prioritized Needs

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

1. Behavioral Health
2. Access to Care
3. Chronic Disease
4. Obesity
5. Accidents (not addressed by Seton Highland Lakes)

Seton Healthcare Family and Seton Highland Lakes Hospital have worked to address these needs in the West Region. 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 Highland Lakes Hospital made the previous CHNA reports available online at https://www.seton.net/wp-content/uploads/2016/06/Burnet_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. Behavioral Health Referrals through Patient Navigation Program	In collaboration with local mental health authority, Bluebonnet Trails Community Services, the Patient Navigation Program provided unfunded patients with referrals to Bluebonnet Trails for behavioral health services.
	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 quickly to the appropriate setting for care.

<p>Access to Care</p>	<p>1. Primary Care Access through Care-A-Van Mobile Clinic</p> <p>2. Primary Care Access through Highland Lakes Rural Health Centers</p> <p>3. Patient Navigation through the Nurse Triage Call Center</p> <p>4. ED Patient Navigation System Partnership with Burnet County</p>	<p>Seton Highland Lakes Hospital Care-A-Van provides primary care services to children in Burnet, Llano and Lampasas Counties at local area schools and churches. The Care-A-Van responds to a need for affordable and accessible health care in these rural counties, where pediatric care is scarce. The Care-A-Van provided services to 1,864 children in FY15.</p> <p>Seton provided care to the poor and vulnerable through several Rural Health Clinics serving Burnet, Llano and Lampasas Counties. The Centers provide primary care services as well as specialty care including Orthopedic, Pulmonary, Neurology, Gynecology, General Surgery, and Podiatry. In 2014, 2015, and 2016 the Centers provided approximately 30,000 patient encounters each year.</p> <p>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 schedule same and next-day appointments for callers at participating clinics. The Call Center received 88,591 calls during FY15.</p> <p>Seton implemented a patient navigation system to connect indigent and uninsured patients with primary care or medical homes in order to provide cost effective, timely, and site appropriate health care services. The program served 84 patients from 10/1/2014 to 5/31/2015.</p>
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