Willis-Knighton Health System
Bossier & Caddo Parish
Community Health Needs Assessment

August 2019

Our Mission

Willis-Knighton Health System's mission is to "To continuously improve the health and well-being of the people we serve."

About Willis-Knighton Health System

Willis-Knighton Health System (WKHS) was established in 1924 to bring high quality care to the residents of Bossier and Caddo parishes and the surrounding areas in northwestern Louisiana and Ark-La-Tex. Willis-Knighton has grown from one small hospital to a full health system that includes four satellite hospitals, a rehabilitation institute, a full-service retirement community, and the Willis-Knighton Innovation Center in Bossier City. Willis-Knighton has offered many firsts in our community, including:

- Satellite hospital
- Center for women's health
- Eye institute
- Heart and vascular institute
- Collaboration as a private hospital with a public, academic medical center, Louisiana Health Shreveport.
- Innovation center with virtual hospital
- Talbot Medical Museum
- Senior residential options at The Oaks of Louisiana to enhance continuum of care
- Freestanding hospital for physical and behavioral rehabilitation
- Numerous "firsts" in technology and procedures, including proton therapy and TomoTherapy at the Willis-Knighton Cancer Center, state-of-the art imaging and diagnostic services, innovative cardiovascular technology and eye surgery technology.
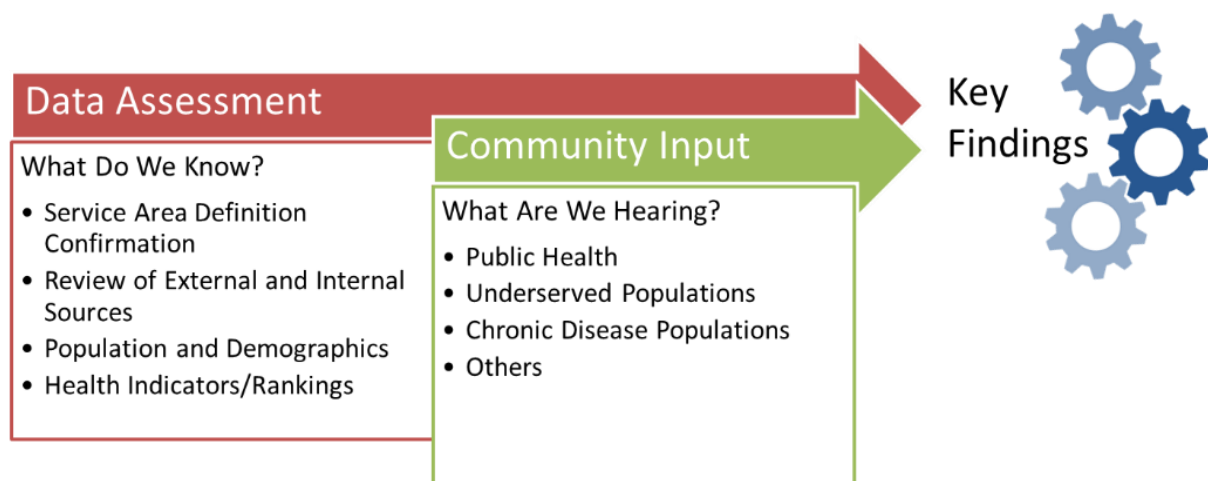
Willis-Knighton Health System is a not-for-profit, locally-operated healthcare organization dedicated to caring for the people in our community and investing in their health and wellness. Willis-Knighton's past is closely tied to those of its friends and neighbors, as well as to its growth and success in the future.

Process and Methodology

Understanding the community's health needs is important to the Willis-Knighton mission. To that goal, WKHS sought outside assistance from DHG Healthcare (the national healthcare practices of Dixon Hughes Goodman LLP). DHG Healthcare is ranked as the 9th largest privately-held healthcare consulting firm by Modern Healthcare and has 300 professionals serving a national footprint. DHG Healthcare demonstrated the necessary capabilities and service offerings to assist WKHS on this important project. DHG Healthcare

provided the project plan, research and organized the secondary data findings, analyzed and compiled focus group input, and provided support and report of the findings.

The process has two major elements illustrated below: 1) What do we know? This involved reviewing the secondary information available from a wide variety of sources to understand health needs and behaviors. This included reviewing local, state, and national healthcare and demographic variables. 2) What are we hearing? WKHS wanted to gain understanding from the residents we serve. This was a critically important element in this process. We listened as residents shared their thoughts through surveys. Input was sought from public health leaders, physicians, business leaders, religious leaders, former patients, community advocacy groups, and community members.

Data Assessment

What Do We Know?

- Service Area Definition Confirmation
- Review of External and Internal Sources
- Population and Demographics
- Health Indicators/Rankings

Community Input

What Are We Hearing?

- Public Health
- Underserved Populations
- Chronic Disease Populations
- Others

Key Findings

Community Served

The definition for this assessment is Bossier Parish and Caddo Parish in Louisiana.
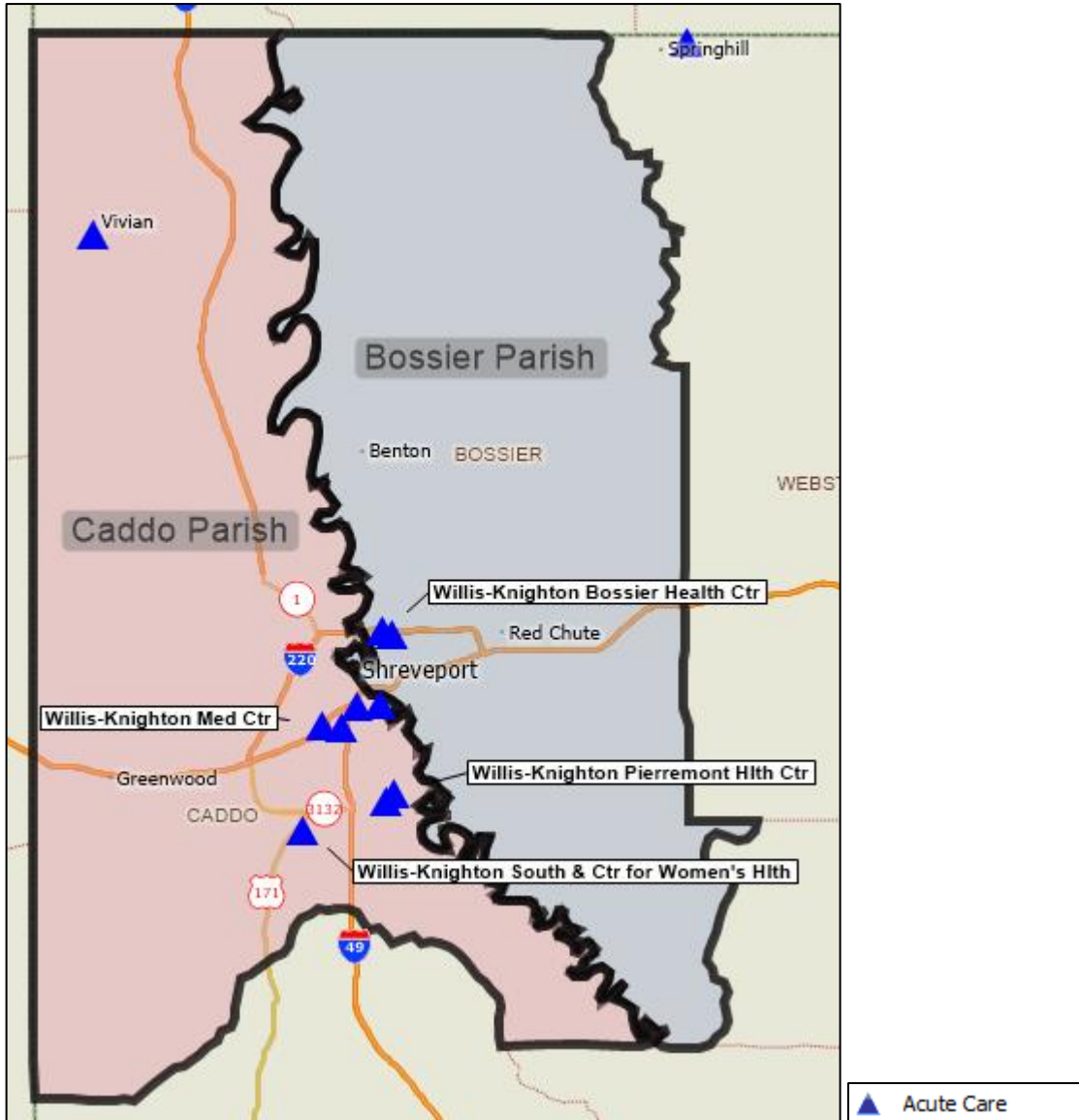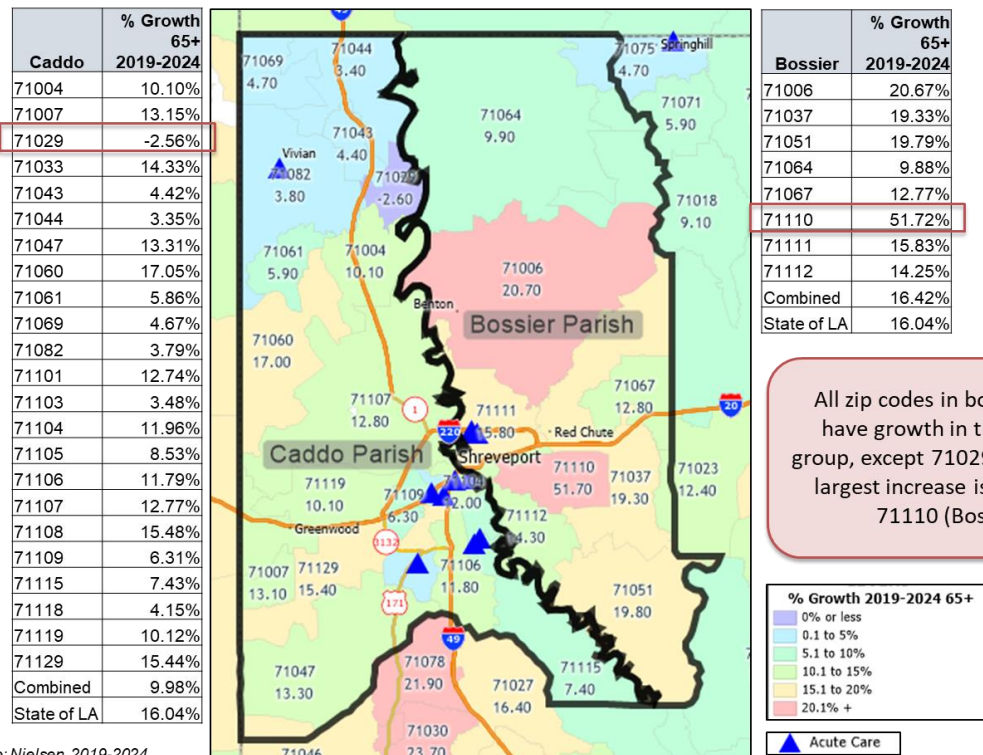
Data Assessment – Secondary Data

Demographics

An understanding of the demographics of the residents is an important component of understanding health. It is also important to understand the differences between the communities. Neilson demographic information was reviewed for each individual parish in comparison to the state and national norms. In the summary table below, there is variation seen in the average median income and the percent of families below poverty compared to the Louisiana average.

	Pop 2019	Pop 2024	% Growth Total Pop 2019-2024	Net Growth Total Pop 2019-2024	% Growth 65+ 2019-2024	Net Growth 65+ 2019-2024	Average Median HH Income 2019	% Families Below Poverty 2019
Bossier	129,314	134,736	4.19%	5,422	16.47%	3,070	$51,221	12.57%
Caddo	243,505	239,627	-1.59%	-3,878	9.89%	4,051	$39,469	19.34%
LA	4,702,889	4,795,942	1.98%	93,053	16.04%	116,855	$47,871	15.21%
USA	329,236,175	340,950,101	3.56%	11,713,926	16.76%	8,964,296	$63,174	10.54%

Caddo and Bossier Parish are experiencing the largest population growth in the 65+ age group, with double digit growth for this population in Bossier Parish.
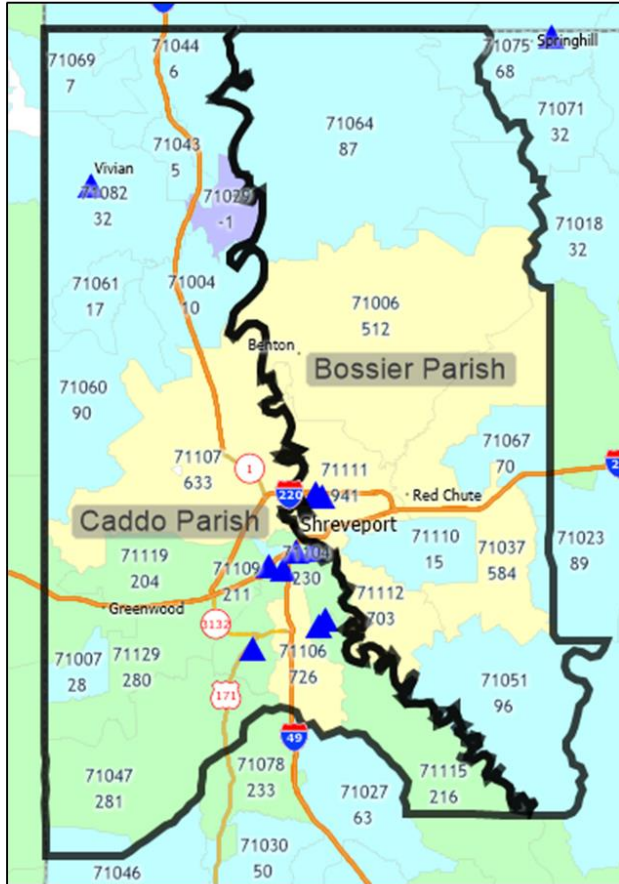
2019-2024 % Growth 65+

Caddo	% Growth 65+ 2019-2024
71004	10.10%
71007	13.15%
71029	-2.56%
71033	14.33%
71043	4.42%
71044	3.35%
71047	13.31%
71060	17.05%
71061	5.86%
71069	4.67%
71082	3.79%
71101	12.74%
71103	3.48%
71104	11.96%
71105	8.53%
71106	11.79%
71107	12.77%
71108	15.48%
71109	6.31%
71115	7.43%
71118	4.15%
71119	10.12%
71129	15.44%
Combined	9.98%
State of LA	16.04%

Bossier	% Growth 65+ 2019-2024
71006	20.67%
71037	19.33%
71051	19.79%
71064	9.88%
71067	12.77%
71110	51.72%
71111	15.83%
71112	14.25%
Combined	16.42%
State of LA	16.04%

All zip codes in both Parishes have growth in the 65+ age group, except 71029 (Caddo), the largest increase is in zip code 71110 (Bossier).

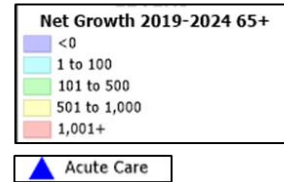% Growth 2019-2024 65+
- 0% or less
- 0.1 to 5%
- 5.1 to 10%
- 10.1 to 15%
- 15.1 to 20%
- 20.1% +
- Acute Care

Source: Nielsen, 2019-2024

2019-2024 Net Growth 65+

Caddo	Net Growth 65+ 2019-2024
71004	10
71007	28
71029	-1
71033	103
71043	5
71044	6
71047	281
71060	90
71061	17
71069	7
71082	32
71101	163
71103	52
71104	230
71105	327
71106	726
71107	633
71108	319
71109	211
71115	216
71118	169
71119	204
71129	280
Combined	4,108
State of LA	116,855

Source: Nielsen, 2019-2024

Bossier	Net Growth 65+ 2019-2024
71006	512
71037	584
71051	96
71064	87
71067	70
71110	15
71111	941
71112	703
Combined	3,008
State of LA	116,855

All zip codes in both Parishes have net growth in the 65+ age group, except zip code 71029 (Caddo) and the largest net increase being in zip code 71111 (Bossier).
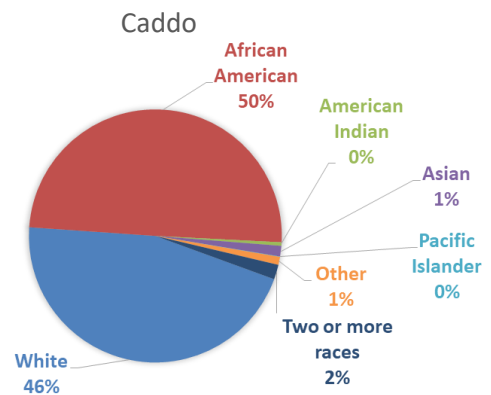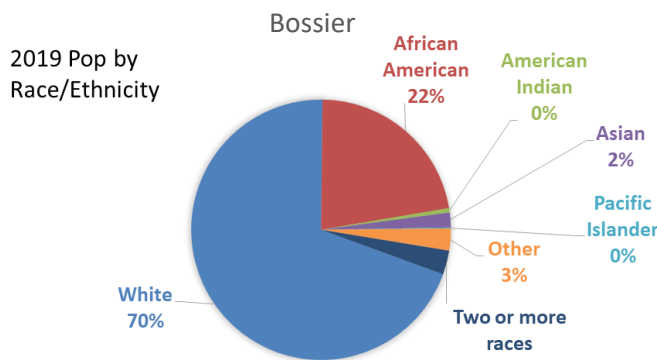
Net Growth 2019-2024 65+
- <0
- 1 to 100
- 101 to 500
- 501 to 1,000
- 1,001+

▲ Acute Care

The following table and pie chart display the current racial and ethnic diversity present and anticipated growth in Bossier and Caddo Parish.

Race/Ethnicity Table

County	Population Breakdown	Total Population	White	African American	American Indian	Asian	Pacific Islander	Other	Two or more races
Bossier Parish - LA	Population 2019	129,314	90,028	28,658	683	2,391	148	3,553	3,853
Bossier Parish - LA	Population 2024	134,736	91,834	30,823	695	2,648	136	3,972	4,628
Bossier Parish - LA	Net Growth 2019-2024	5,422	1,806	2,165	12	257	-12	419	775
Bossier Parish - LA	% Growth 2019-2024	4.19%	2.01%	7.55%	1.76%	10.75%	-8.11%	11.79%	20.11%
Bossier Parish - LA	Population Under 65 2019	110,669	74,682	25,955	599	2,169	142	3,479	3,643
Bossier Parish - LA	Population Under 65 2024	113,021	74,252	27,509	595	2,360	126	3,856	4,323
Bossier Parish - LA	Net Growth Under 65 2019-2024	2,352	-430	1,554	-4	191	-16	377	680
Bossier Parish - LA	% Growth Under 65 2019-2024	2.13%	-0.58%	5.99%	-0.67%	8.81%	-11.27%	10.84%	18.67%
Bossier Parish - LA	Population 65+ 2019	18,645	15,346	2,703	84	222	6	74	210
Bossier Parish - LA	Population 65+ 2024	21,715	17,582	3,314	100	288	10	116	305
Bossier Parish - LA	Net Growth 65+ 2019-2024	3,070	2,236	611	16	66	4	42	95
Bossier Parish - LA	% Growth 65+ 2019-2024	16.47%	14.57%	22.60%	19.05%	29.73%	66.67%	56.76%	45.24%

County	Population Breakdown	Total Population	White	African American	American Indian	Asian	Pacific Islander	Other	Two or more races
Caddo Parish - LA	Population 2019	243,505	110,898	121,038	1,093	3,292	133	2,487	4,564
Caddo Parish - LA	Population 2024	239,627	104,394	122,587	1,104	3,650	138	2,717	5,037
Caddo Parish - LA	Net Growth 2019-2024	-3,878	-6,504	1,549	11	358	5	230	473
Caddo Parish - LA	% Growth 2019-2024	-1.59%	-5.86%	1.28%	1.01%	10.87%	3.76%	9.25%	10.36%
Caddo Parish - LA	Population Under 65 2019	202,561	85,673	106,202	939	3,032	124	2,376	4,215
Caddo Parish - LA	Population Under 65 2024	194,632	77,759	105,364	933	3,306	125	2,562	4,583
Caddo Parish - LA	Net Growth Under 65 2019-2024	-7,929	-7,914	-838	-6	274	1	186	368
Caddo Parish - LA	% Growth Under 65 2019-2024	-3.91%	-9.24%	-0.79%	-0.64%	9.04%	0.81%	7.83%	8.73%
Caddo Parish - LA	Population 65+ 2019	40,944	25,225	14,836	154	260	9	111	349
Caddo Parish - LA	Population 65+ 2024	44,995	26,635	17,223	171	344	13	155	454
Caddo Parish - LA	Net Growth 65+ 2019-2024	4,051	1,410	2,387	17	84	4	44	105
Caddo Parish - LA	% Growth 65+ 2019-2024	9.89%	5.59%	16.09%	11.04%	32.31%	44.44%	39.64%	30.09%

2019 Pop by Race/Ethnicity

Bossier

White 70%
African American 22%
American Indian 0%
Asian 2%
Pacific Islander 0%
Other 3%
Two or more races 3%

Caddo

African American 50%
American Indian 0%
Asian 1%
Pacific Islander 0%
Other 1%
Two or more races 2%
White 46%

Other key demographic findings included:

- Bossier Parish and Caddo Parish both have Medically Underserved areas. Overall, Bossier Parish is considered Medically Underserved.

- Bossier zip code 71111 has the highest 2019 population of both parishes. Specifically, zip code 71106 has the highest population for Caddo Parish.

- All zip codes in Bossier Parish are growing in population, except zip code 71064, with the largest growth in zip code 71006. All zip codes in Caddo Parish, except zip code 71115, are declining in population.

- Bossier Parish has the largest net population growth in zip code 71111. Caddo Parish is declining in all zip codes except zip code 71115, which only indicates a slight increase.

- Both Parishes are growing in the age 0-17 population. Zip code 71111 has the largest population in Bossier Parish and zip code 71106 has the largest population in Caddo.

- All zip codes in Bossier Parish are growing in age 0-17 population with the exception of zip code 71064. Zip code 71004 has the largest 0-17 population growth in Caddo Parish.

- The largest net growth in age 0-17 population for Bossier Parish is in zip codes 71111 and 71112. The largest net decline is in Caddo Parish's zip code 71108.

- The largest age 18-44 Female 2019 population in both Parishes is in zip code 71111.

- Most zip codes in Bossier Parish are growing for the 18-44 Female population; however, the largest population decline is in zip code 71110. In Caddo Parish, most zip codes are declining for the 18-44 Female population.

- Zip code 71006 in Bossier Parish has the largest net 18-44 Female population growth. Zip code 71118 in Caddo Parish has the largest net decline.

- Zip code 71111 has the largest 2019 population in the 45-64 age group in both Parishes. Caddo's largest population resides in zip code 71106.

- Zip code 71110 in Bossier Parish has the largest percent growth in age 45-64. There is a decrease in age 45-64 growth in all zip codes in Caddo Parish.

- Most zip codes in Bossier Parish have positive growth in the 45-64 age group; zip code 71111 has the largest increase. All zip codes in Caddo Parish are declining for the 45-64 age population.

- In Bossier Parish, zip code 71111 has the largest 2019 65+ population. In Caddo Parish, zip code 71106 has the largest 2019 65+ population.

- All zip codes in both Parishes have growth in the 65+ age group, except zip code 71029 (Caddo), the largest increase is in zip code 71110 (Bossier).

- All zip codes in both Parishes have net growth in the 65+ age group, except zip code 71029 (Caddo) and the largest net increase is in zip code 71111 (Bossier).

- 70% of Bossier's Population is White and 30% is Black. 46% of Caddo's Population is White and 50% Black.

Other Secondary Data

To present the data in a way that would tell a story of the community and identify needs, the framework of Healthy People 2020 was selected to guide secondary data gathering and community input. This framework was selected based on its national recognition.

Within this framework, 12 topics were chosen as "Leading Health Indicators". These topics guide discussion and research related to this CHNA.

Access to Health Services	Clinical Preventive Services	Environmental Quality
Injury and Violence	Maternal, Infant Child Health	Mental Health
Nutritional, Physical Activity and Obesity	Oral Health	Reproduction and Sexual Health
Social Determinants	Substance Abuse	Tobacco

Access to Health Services

Overview and Goal from Healthy People 2020 – "A person's ability to access health services has a profound effect on every aspect of his or her health. Yet, at the start of the decade, almost one in four Americans does not have a primary care provider (PCP) or health center to receive regular medical services. Approximately, one in five Americans (children and adults under 65) does not have medical insurance. People without medical insurance are more likely to lack a usual source of medical care, such as a PCP, and are more likely to skip routine medical care due to costs, increasing their risk for serious and disabling health conditions. When they do access health services, they are often burdened with large medical bills and out-of-pocket expenses."

Goal: Improve access to comprehensive, quality health care services.

Items reviewed included: percent uninsured, health insurance coverage status, primary care ratios per 1,000 population, emergency room projected visits, and urgent care projected visits.

A key finding: Bossier Parish and Caddo Parish do not meet the 2020 target of 100% insured - 8.7% and 8.6% are uninsured, respectively.

Health Insurance Coverage Status
Under 65 | All Races | Both Sexes | All Incomes

Chart data:
- Bossier Parish: Insured 98,363; Uninsured 9430
- Caddo Parish: Insured 183,467; Uninsured 17,370
- Louisiana: Insured 3,496,551; Uninsured 372,802

Legend: ■ Insured ■ Uninsured
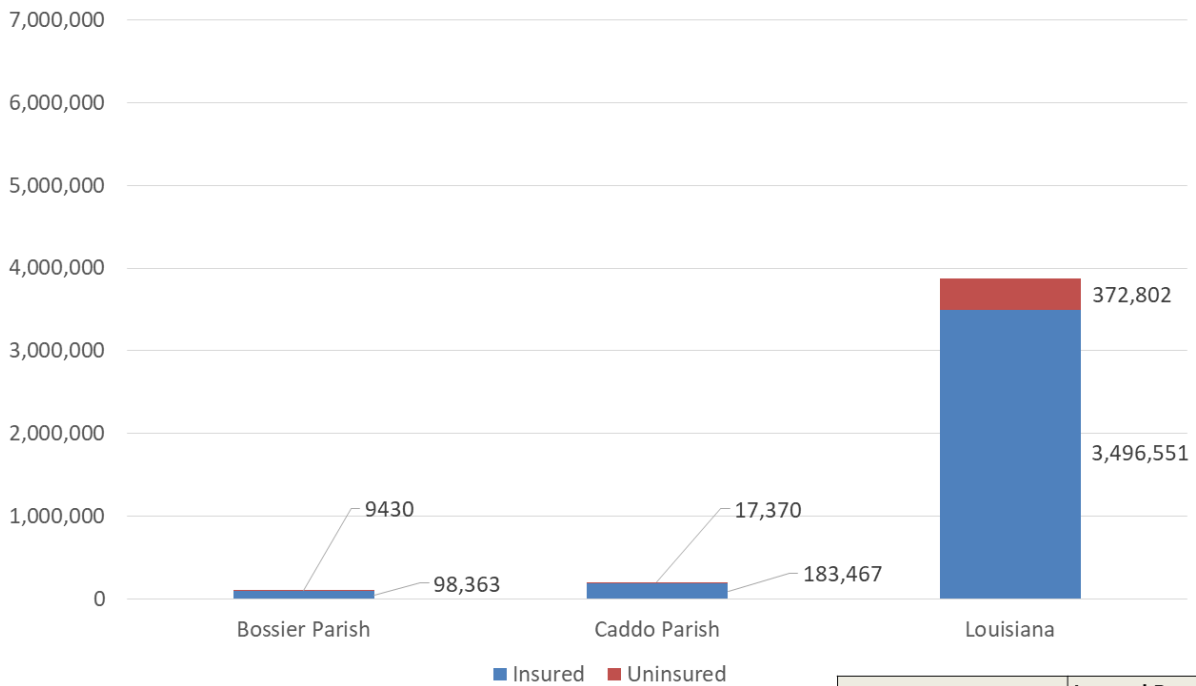
Healthy People 2020 Target:
100% persons with medical insurance

Data Source: 2019 U.S. Census bureau, Small Area Health Insurance Estimates – Data as of 2017

	Insured Rates
Bossier Parish	91.3%
Caddo Parish	91.4%
Louisiana	90.4%
United States	89.8%

Other Key Findings:

- Bossier Parish's rate of population to primary care physician is more than the state average and Caddo Parish's rate of population to primary care physician is less than the state average.

- ER visits in all zip codes within Bossier Parish are projected to increase through 2024, including the state average. Driven by decline in population - ER visits in all zip codes in Caddo Parish are projected to decline through 2024, while the state average is projected to increase.

- All zip codes within Bossier Parish, except zip code 71064, are projected to see an increase in Urgent Care Visits in 2024. Urgent Care Visits will also increase for the State. Most zip codes are projected to see a decline in Urgent Care Visits in 2024, corresponding with overall population decline in Caddo parish.

Clinical Preventive Services

Overview and Goal from Healthy People 2020: "Clinical preventive services, such as routine disease screening and scheduled immunizations, are key to reducing death and disability and improving the nation's health. These services both prevent and detect illnesses and disease – from diabetes to cancer – in their earlier, more treatable stages, significantly reducing the risk of illness, disability, early death, and medical care costs. Yet, despite the fact that these services are covered by Medicare, Medicaid, and many private insurance plans under the Affordable Care Act, millions of children, adolescents, and adults go without clinical preventive services that could protect them from developing a number of serious diseases or help them treat certain health conditions before they worsen."

Goal: Increasing the number of people who take advantage of and have access to clinical preventative services.

Items reviewed included Percentage of Medicare Beneficiaries with Diabetes including a racial breakdown, Percent of Adults with Diabetes, Percent of Diabetic Medicare Patients Receiving HbA1c Screening, Percent of Medicare Beneficiaries with Hypertension with a breakdown by race, Hypertension Death Rate/100,000 Population 65+ and a rate by race, Percent of Medicare Beneficiaries with Heart Failure, Heart Disease Death rate per 100,000 65+ and broken down by race, Incidence Rate for All Cancer and by race, Death Rate for Cancer including racial breakdown, Percent of Medicare Enrollees Receiving Mammography Screening, Incidence Rates for Breast Cancer with a breakdown by race, Percent of Adults 50+ Reporting Having a Sigmoidoscopy or Colonoscopy, Incidence Rates for Colon & Rectum Cancer including a racial breakdown, Death Rates for Colon & Rectum Cancer with a breakdown by race. Some death rates per 100,000 population were measurable against the Healthy People 2020 Targets. The time frame is 2011 – 2015 from State Cancer Profiles. Green text indicates meeting or beating the Healthy People 2020 target.

Cancer Type	All Cancer Death	Breast Death	Colon Death
Healthy People 2020 Target	161.4/100,000	20.7/100,000 Female	14.5/100,000
Bossier Parish	170.0/100,000	16.0/100,000	15.5/100,000
White	169.4/100,000	15.1/100,000	14.6/100,000
Black	171.9/100,000	N/A	22.9/100,000
Caddo Parish	196.5/100,000	22.0/100,000	17.7/100,000
White	174.7/100,000	17.0/100,000	13.1/100,000
Black	231.0/100,000	29.0/100,000	25.3/100,000
Louisiana	187.8/100,000	23.7/100,000	17.5/100,000
United States	163.5/100,000	20.9/100,000	14.5/100,000

Other Key Findings:

- Louisiana's Prevalence of Medicare Beneficiaries with Diabetes is 2% higher than the United States Prevalence Rate at 28%. Bossier Parish is 2% higher than the state average of 28% and Caddo Parish is the same as the state average. Both Parishes have a higher percent of Diabetic Medicare Patients Receiving HbA1c Screening than the state average.

- The Prevalence of Medicare Beneficiaries with Diabetes disparity between ethnicities in Bossier Parish population differ by 7% and, in Caddo Parish, the difference is 10%.

- Bossier Parish's percent of adults 20+ with diabetes has remained relatively the same while Caddo Parish has increased by 1%; the Louisiana state average has remained the same.

- Bossier, Caddo, and Louisiana have higher rates of Medicare Beneficiaries with Hypertension than the national average. Caddo and Bossier are 1% higher than national average.

- Both Parishes' Hypertension Death Rate is significantly higher than the Louisiana state average, which is also higher than the national average. There is a disparity of approx. 500 points in different ethnicities in Caddo parish.

- Bossier Parish and Caddo Parish have consistently lower rates of heart failure than the state and national averages

- Bossier Parish and Caddo Parish's Heart Disease Death Rate is lower than the state average. Bossier Parish is higher than the national average and Caddo Parish is lower than the national average.

- Bossier Parish is below the state rate and above the national rate with an incidence rate of 453.2 for Cancer. Caddo Parish is also below the state rate and above the national rate with an incidence rate of 472.6 for Cancer. Bossier Parish's Cancer death rate (170.0) is below the state average and above the national average, and it does not achieve Healthy People 2020 goal. Caddo Parish's Cancer death rate (196.5) is above the state and national average, and it does not achieve Healthy People 2020 goal.

- Bossier Parish's White Population Cancer death rate (169.4) is below the state average and above the national average and does not achieve the Healthy People 2020 goal. Caddo Parish's White Population Cancer death rate (174.7) is below the state average and above the national average and does not achieve the Healthy People 2020 goal. Bossier Parish's Black Population Cancer death rate (171.9) is below the state and national average and does not meet the Healthy People 2020 goal. Caddo Parish's Black Population Cancer death rate (231.0) is above the state and national average and does not meet the Healthy People 2020 goal.

- There was a drop in % Female Medicare Enrollees Ages 67-69 Receiving Mammography Screening from 2017 to 2019 in both Bossier Parish and Caddo Parish and the state of Louisiana. Bossier Parish's Breast Cancer incidence rating is lower than the state and national at 117.6. Caddo Parish's Breast Cancer incidence rating is also lower than the state and national at 121.9. Bossier Parish's Breast Cancer death rate is lower than the state and national at 16.0 and outperforms the Healthy People 2020 Goal. Caddo Parish's Breast Cancer death rate is lower than the state and higher than the national rate at 22.0 and does not meet the Healthy People 2020 Goal.

- For colorectal screenings, Bossier Parish is ranked in the highest national performance tier at 66.9. Caddo Parish is ranked at 55.9. Bossier Parish's incidence rate for Colorectal Cancer is below the state average and above national average at 41.7. Caddo Parish's incidence rate for Colorectal Cancer is above the state and national average at 47.6.

- Bossier Parish's White population incidence rate for Colorectal Cancer is lower than the state average and higher national average at 40.9. Caddo Parish's White population incidence rate for Colorectal Cancer is lower than the state average and almost the same as the national average at 38.5. Bossier Parish's Black population incidence rate for Colorectal Cancer is lower than the state and higher than the national average at 49.3. Caddo Parish's Black population incidence rate for Colorectal Cancer is higher than the state and national average at 62.2.

- Bossier Parish's death rate for Colorectal cancer cases are higher than the state and national average with a 15.5 mortality rate. Caddo Parish's death rate for Colorectal cancer cases are higher than the state and national average with a 17.7 mortality rate.

Environmental Quality

Healthy People 2020 Overview – "Poor environmental quality has its greatest impact on people whose health status is already at risk. For example, nearly 1 in 10 children and 1 in 12 adults in the United States have asthma that was caused, triggered, and exacerbated by environmental factors such as air pollution and secondhand smoke."

Goal: Promote health for all through a healthy environment

Items reviewed include: Air Pollution Average Daily Amount of Particulate Matter and Severity of Housing Problems

A Key Finding: Bossier Parish has a lower percentage of households with a housing problem than the state of Louisiana, but it is still higher than the US top 10th percentile. Caddo Parish has a higher percentage. This metric reflects the percentage of households with at least 1 of 4 housing problems: overcrowding, high housing costs (rent + utilities is >50% of monthly income), or lack of kitchen or plumbing facilities.

Severe Housing Problems

2019	
	% of Households with a Housing Problem
Bossier Parish - LA	15%
Caddo Parish - LA	17%
Louisiana	16%
Top U.S. Performers	9% (10th Percentile)
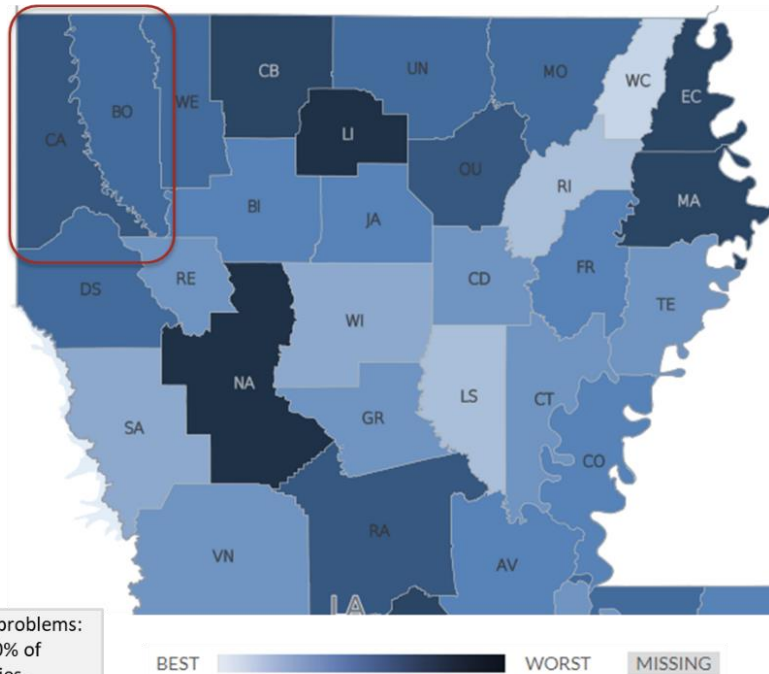
Percentage of households with at least 1 of 4 housing problems: overcrowding, high housing costs (rent + utilities is >50% of monthly income), or lack of kitchen or plumbing facilities.

BEST — WORST   MISSING

Other Key Finding:

• Bossier Parish and Caddo Parish are higher than the state and national average for air pollution.

Injury and Violence

Healthy People 2020 Overview – "Motor vehicle crashes, homicide, domestic and school violence, child abuse and neglect, suicide, and unintentional drug overdoses are important public health concerns in the United States. In addition to their immediate health impact, the effects of injuries and violence extend well beyond the injured person or victim of violence, affecting family members, friends, coworkers, employers, and communities. Witnessing or being a victim of violence is linked to lifelong negative physical, emotional, and social consequences."

Goal: Prevent unintentional injuries and violence, and reduce their consequences

Items reviewed include Violent Crime rate per 100,000 population, Homicide rate per 100,000 population, and Motor Vehicle Death rate per 100,000 population.

Key Finding: Bossier Parish rate of Motor Vehicle Deaths has increased from 2017 to 2019 while Caddo Parish has decreased. The state of Louisiana remained the same.

Motor Vehicle Deaths/100,000 pop
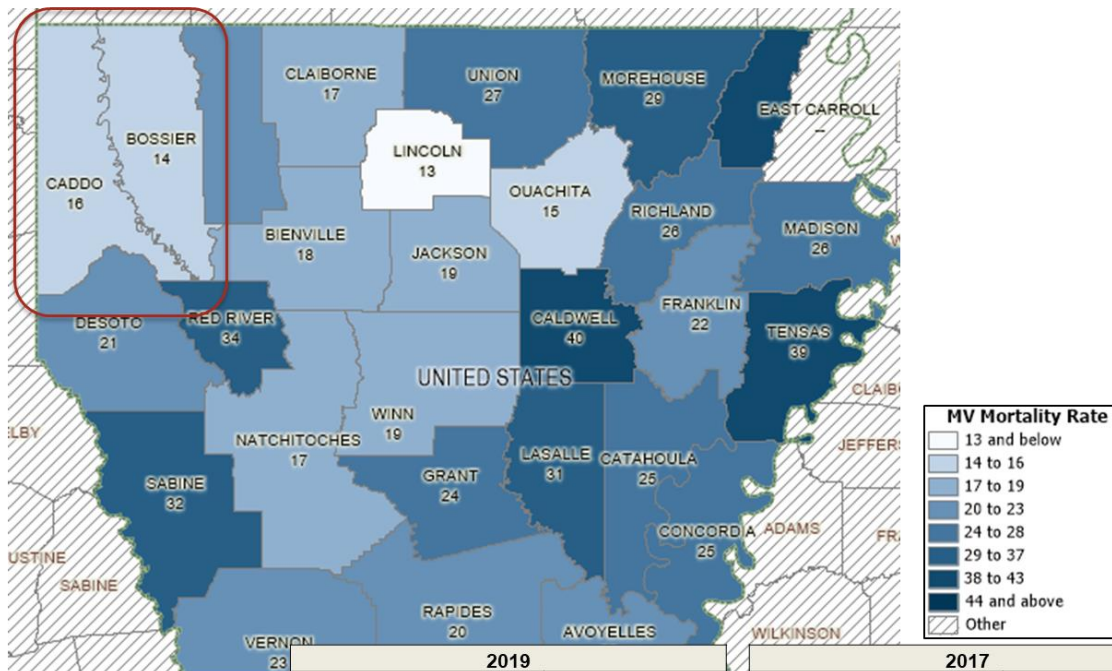
Healthy People 2020 Target: 12.4 deaths/100,000 pop

2019	Motor Vehicle Deaths per 100,000 pop
Bossier Parish - LA	14
Caddo Parish - LA	16
Louisiana	17
Range of Louisiana	10-44

2017	Motor Vehicle Deaths per 100,000 pop
Bossier Parish - LA	13
Caddo Parish - LA	17
Louisiana	17
Range of Louisiana	10-38

2019 and 2017 County Health Rankings; Years of Data Used: 2011-2017, 2009-2015

Other Key Findings:

- Violent Crime Rate in Bossier Parish, Caddo Parish, and the State of Louisiana increased from 2017 to 2019.

- The homicide rate for Bossier Parish and Louisiana remained the same from 2017 to 2019 while Caddo Parish increased.

Maternal, Infant Child Health

Healthy People 2020 Overview – "The well-being of mothers, infants, and children determines the health of the next generation and can help predict future public health challenges for families, communities, and the medical care system. Moreover, healthy birth outcomes and early identification and treatment of health conditions among infants can prevent death or disability and enable children to reach their full potential."

Goal: Improve the health and well-being of women, infants, children, and families.

Items reviewed include Child Mortality Rate per 100,000 under 18, Percent of Live Birth with Low Birth Weight, and Rates of Births to Mothers Ages 15 – 17.

Key Findings: Teen pregnancy rates have declined in both Bossier Parish and Caddo Parish. Bossier Parish is lower than the state average.

Rate of Births to 1,000 Mothers Age 15-19 years

Number of births per 1,000 female population ages 15-19.

2019	Number of birth/1,000 Female 15-19 Pop
Bossier Parish - LA	33
Caddo Parish - LA	47
Louisiana	37
Top U.S. Performers	14 (10th percentile)

2017	Number of birth/1,000 Female 15-19 Pop
Bossier Parish - LA	43
Caddo Parish - LA	59
Louisiana	45
Top U.S. Performers	17 (10th Percentile)
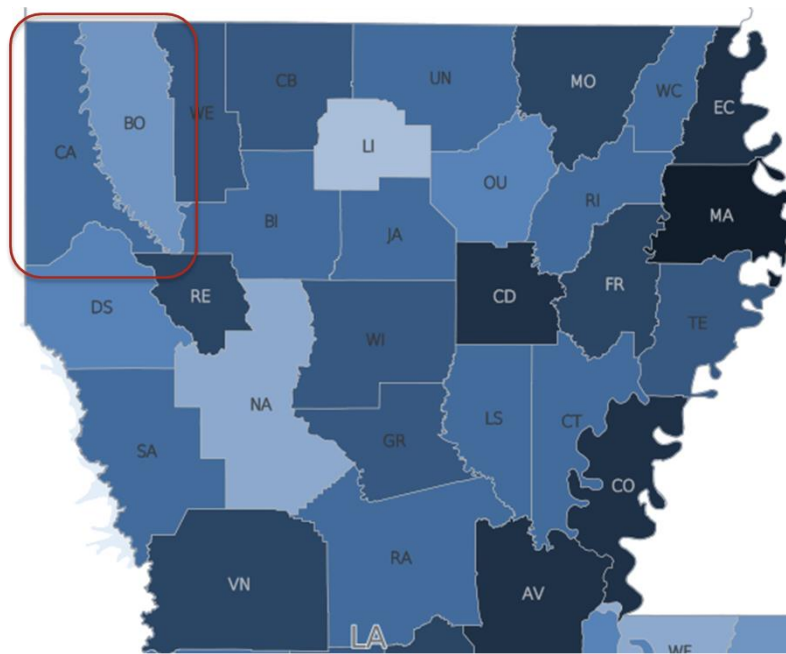
2019 and 2017 County Health Rankings; Years of Data Used: 2011-2017 and 2008-2014

BEST ▬▬▬▬▬▬▬▬▬▬ WORST   MISSING

Other Key Findings:

- Bossier Parish's Child Mortality Rate is lower than Caddo Parish and the same as Louisiana.

- Bossier Parish and Caddo Parish's % of Live Births with Low Birth Weight has remained the same from 2017 to 2019 but higher than the state average.

Mental Health

Healthy People 2020 Overview – "Mental health is essential to a person's well-being, healthy family and interpersonal relationships, and the ability to live a full and productive life. People of all ages with untreated mental health disorders are at high risk for many unhealthy and unsafe behaviors, including alcohol or drug abuse, violent or self-destructive behavior, and suicide."

Goal: Improve mental health through prevention and by ensuring access to appropriate, quality mental health services.

Items reviewed include reported Poor Mental Health Days, Percent of Medicare Beneficiaries Suffering from Depressions, and Mental Health Providers per 100,000 population.
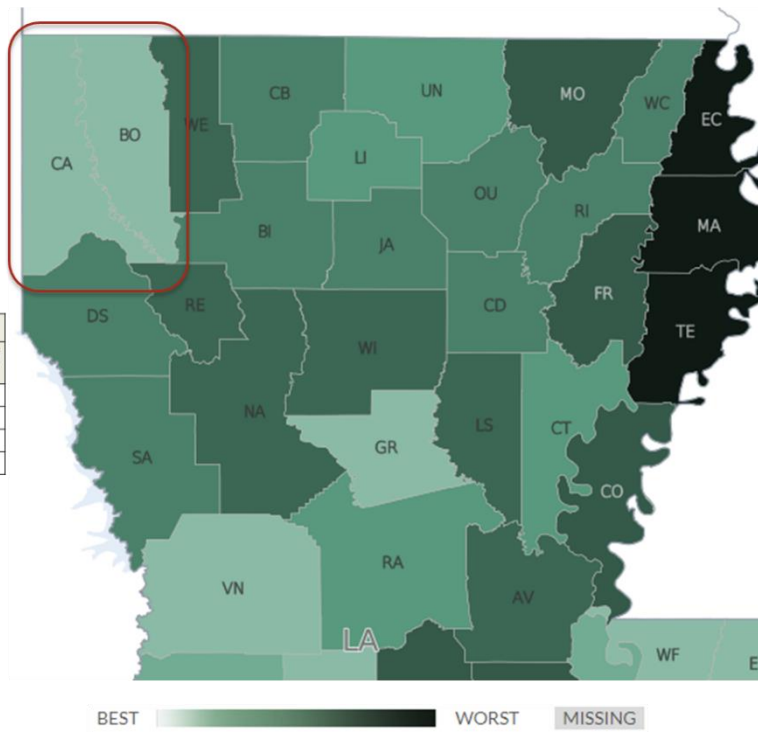
Key Finding: Bossier Parish and Caddo Parish have lower Mental Health days than surrounding parishes.

Poor Mental Health Days

2019	Avg. of mentally unhealthy days in past 30 days
Bossier Parish - LA	4.0
Caddo Parish - LA	4.0
Louisiana	4.2
Top US Performers	3.1 (10th Percentile)

This measure is based on survey responses to the question: "Thinking about your mental health, which includes stress, depression, and problems with emotions, for how many days during the past 30 days was your mental health not good?"

2019 County Health Rankings; Years of Data Used 2016

BEST   WORST   MISSING

Other Key Findings:

- Bossier Parish and Caddo Parish have a higher percentage of Medicare Beneficiaries suffering from depression than the state and is the same as the national average.

- Bossier Parish and Caddo Parish have a sizable shortage of mental health providers but does not have the largest shortage in the state.

Nutritional, Physical Activity and Obesity

Healthy People 2020 Overview – "Good nutrition, physical activity, and a healthy body weight are essential parts of a person's overall health and well-being. Together, these can help decrease a person's risk of developing serious health conditions, such as high blood pressure, high cholesterol, diabetes, heart disease, stroke, and cancer. A healthful diet, regular physical activity, and achieving and maintaining a healthy weight also are paramount to managing health conditions so they do not worsen over time."

Goal: Promote health and reduce chronic disease risk through the consumption of healthful diets and achievement and maintenance of healthy body weights.

Items reviewed include Percent of Adults who are Obese, Food Insecurity, Percent of Adults who report No Leisure Time Physical Activity, Percent of Population with Access Exercise Opportunities.

Key Finding: Bossier Parish's Percent of Adults Who Are Obese is the same as the state average. Caddo Parish's Percent of Adults Who Are Obese is slightly higher than the state average. Both Parishes underperform compared to the National average.

% of Adults Who Are Obese

2018	
	% Adults reporting BMI 30+
Bossier Parish - LA	35%
Caddo Parish - LA	38%
Louisiana	35%
Top U.S. Performers	26% (10th Percentile)

Healthy People 2020 Target:
30.5% Adults Obese
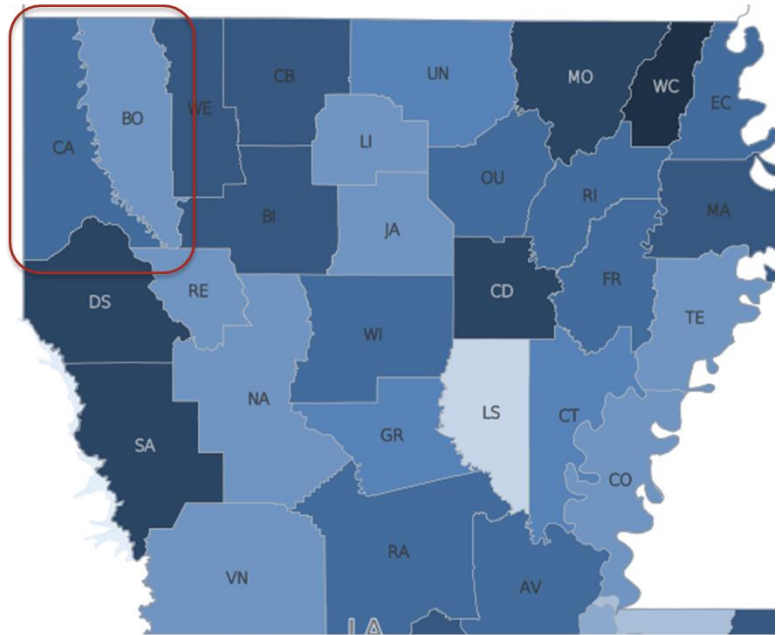
2019 County Health Rankings; Years of Data Used: 2015

BEST ▨ WORST   MISSING

Other Key Findings:

• Bossier Parish and Caddo Parish's percent of population with food insecurity ranks in the upper half of the state. Bossier Parish is 4% lower and Caddo Parish is 3% higher than the state average.

• Bossier Parish's Percentage of Adults with No Leisure Time Physical Activity has decreased 2% over the past 2 years and Caddo Parish has increased by 3%. The state average and national goals have remained the same.

• Bossier Parish and Caddo Parish Residents have greater access to exercise opportunities compared to the Louisiana state average.

Oral Health

Healthy People 2020 Overview – "Oral disease ranging from dental caries (cavities) to oral cancers cause pain and disability for millions of Americans. The impact of these diseases do not stop at the mouth and teeth. A growing body of evidence has linked oral health, particularly periodontal (gum) disease, to several chronic diseases, including diabetes, heart disease, and stroke."

Goal: Prevent and control oral and craniofacial diseases, conditions, and injuries, and improve access to preventive services and dental care.

Items reviewed include Dentist per 100,000.

Key Finding: Both Parishes' rate of 100,000 population per dentist has improved, resulting in more dental care available in the area than in 2017.

Reproduction and Sexual Health

Healthy People 2020 Overview – "for many, reproductive and sexual health services are the entry point into the medical care system. These services improve health and reduce costs by not only covering pregnancy prevention, HIV and STD testing and treatment, and prenatal care, but also, by screening for intimate partner violence and reproductive cancers, providing substance abuse treatment referrals, and counseling on nutrition and physical activity."

Goal: Promote healthy sexual behaviors, strengthen community capacity, and increase access to quality services to prevent sexually transmitted diseases (STDs) and their complications.

Items reviewed include Chlamydia rates per 100,000 and HIV Prevalence rate per 100,000.

Key Finding: Caddo Parish has a higher rate of Chlamydia than the Louisiana state average while the Bossier rate is lower and almost achieves the National Top 10th Percentile.

Chlamydia is the most common bacterial STI in North America and is one of the major causes of tubal infertility, ectopic pregnancy, pelvic inflammatory disease, and chronic pelvic pain. STIs in general are associated with a significantly increased risk of morbidity and mortality. Bossier Parish's HIV Prevalence Rate has increased from 2017 to 2019. The state of Louisiana rate has also increased slightly.

See Map on the Following Page.

Chlamydia Rate/100,000 pop
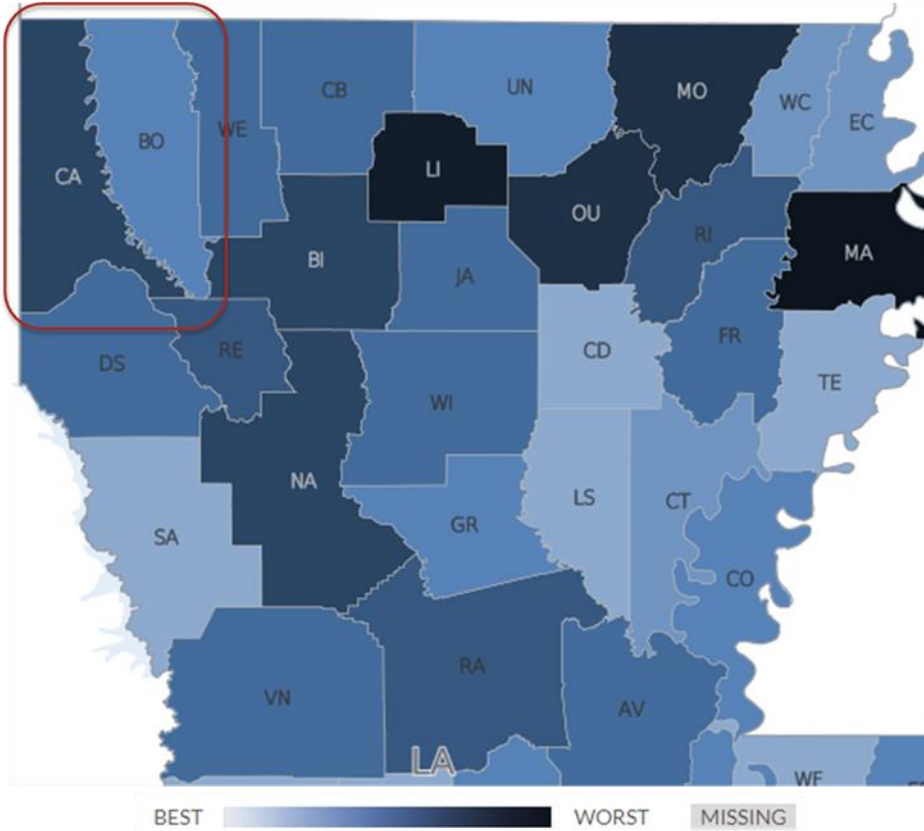
2018	
	Chlamydia Rate/100,000
Bossier Parish - LA	513.7
Caddo Parish – LA	873.7
Louisiana	679.3
Top U.S. Performers	152.8 (10th Percentile)

Chlamydia is the most common bacterial STI in North America and is one of the major causes of tubal infertility, ectopic pregnancy, pelvic inflammatory disease, and chronic pelvic pain. STIs in general are associated with a significantly increased risk of morbidity and mortality

BEST — WORST   MISSING

2019 County Health Rankings; Years of Data Used: 2016

Social Determinants

Healthy People 2020 Overview – "A range of personal, social, economic, and environmental factors contribute to individual and population health. For example, people with a quality education, stable employment, safe homes and neighborhoods, and access to preventive services tend to be healthier throughout their lives. Conversely, poor health outcomes are often made worse by interaction between individuals and their social and physical environment."

Goal: Create social and physical environments that promote good health for all.

Items reviewed include Median Household Income, Percent of Families below the Poverty Level, Percent of Unemployment, Percent of Adults with No High School Diploma, Percent of Children in Poverty, and Total Number of Founded Investigations for Child Abuse and Neglect.

Key Finding: Both Parishes' Rate of Child Abuse and Neglect has decreased noticeably from 2015 to 2017. The Louisiana average has also decreased over the last three years.

Rate of Child Abuse and Neglect
(Founded number of investigations per 1,000 children)

Evidenced Report Count of Child Abuse and Neglect Rate			
County	2015	2016	2017
Bossier & Caddo Parish - LA	13.7	12.4	11.0
Louisiana	11.6	10.0	9.5

Evidenced Report Count of Child Abuse and Neglect Number			
County	2015	2016	2017
Bossier & Caddo Parish - LA	1,271	1,140	1,004
Louisiana	12,973	11,179	10,505

LEGEND (natural)
- 4.9 to 7.2
- 7.3 to 10.2
- 10.3 to 15.4
- 15.5 to 24.2
- No Data
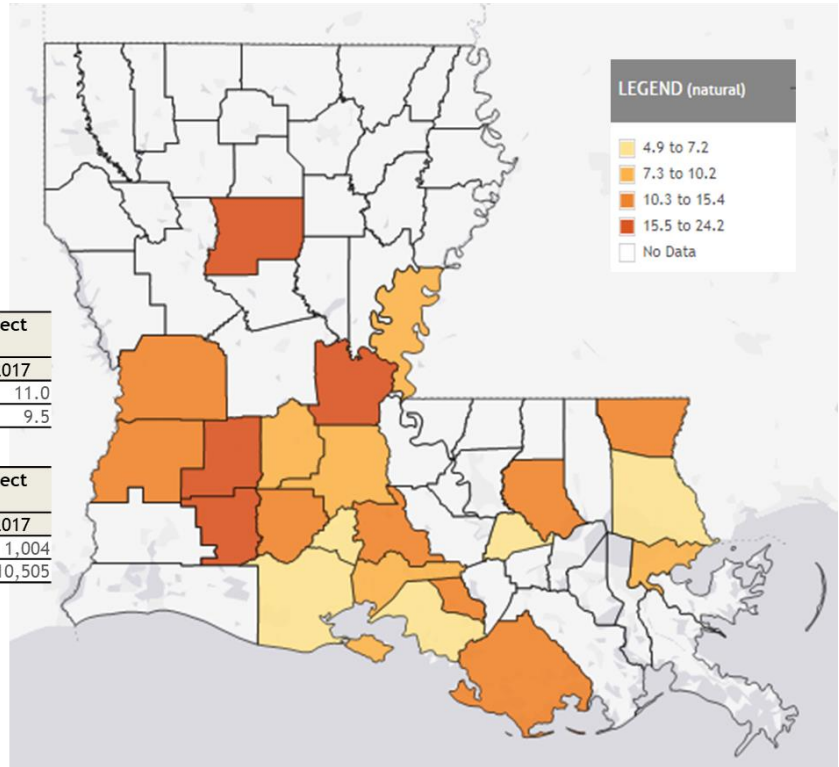
2017, 2016, 2015 Data Center Kids Count; Years of Data Used: 2016, 2015, and 2014.

Other Key Findings:

- Unemployment rates in Bossier Parish and Caddo Parish have decreased along with the Louisiana average.

- Bossier Parish and Caddo Parish's % of Adults with No High School Diploma is less than the state; and Bossier Parish is less than the national average and Caddo is slightly higher.

- Bossier Parish Median Household Income is more than the Louisiana average and less than the United States average. Caddo Parish Median Household Income is less than the state of Louisiana and the United States average.

- Bossier Parish % of Families Below Poverty is less than the state of Louisiana and higher than the United States. Caddo Parish % of Families Below Poverty is higher than the state of Louisiana and the United States.

- Bossier Parish and Caddo Parish's % of Children in Poverty has increased from 2017 to 2019 while the Louisiana average has remained the same.

Substance Abuse/Tobacco

Healthy People 2020 Overview – "Substance abuse – involving drugs, alcohol, or both – is associated with a range of destructive social conditions, including family disruptions, financial problems, lost productivity, failure in school, domestic violence, child abuse, and crime."

"Tobacco use is the single most preventable cause of disease, disability, and death in the United States, yet more deaths are caused each year by tobacco use than by all deaths from human immunodeficiency virus (HIV), illegal drug use, alcohol use, motor vehicle injuries, suicides, and murders combined."

Goal:

1. Reduce substance abuse to protect the health, safety, and quality of life for all, especially children.
2. Reduce illness, disability, and death related to tobacco use and secondhand smoke exposure.

Items reviewed include Percent of Excessive Drinking, Percent of Driving Deaths with Alcohol Impairment, Percent of Adults Smoking, Opioid Prescribing Rates, and Drug Overdose Mortality Rate per 100,000 population.

Key Finding: Bossier Parish's Percent of Adults Smoking has increased since 2017 while Caddo Parish has remained the same. The state of Louisiana Percent of Adults Smoking has also increased.

% Adults Smoking

Healthy People 2020 Target:
12% Adults who are current smokers

2019	
	% Adults Smoking
Bossier Parish - LA	19%
Caddo Parish - LA	21%
Louisiana	23%
Top U.S. Performers	14% (10th Percentile)

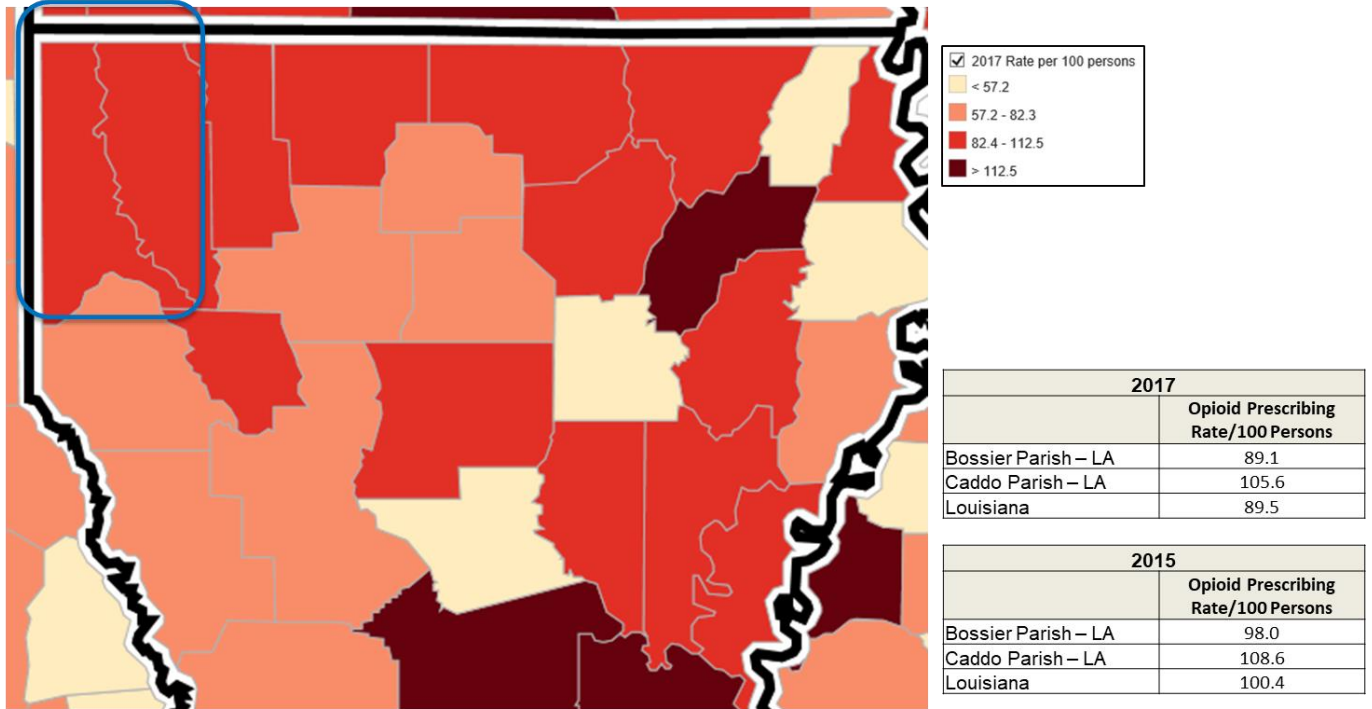| 2017	
	% Adults Smoking
Bossier Parish - LA	18%
Caddo Parish - LA	21%
Louisiana	22%
Top U.S. Performers	14% (10th Percentile)
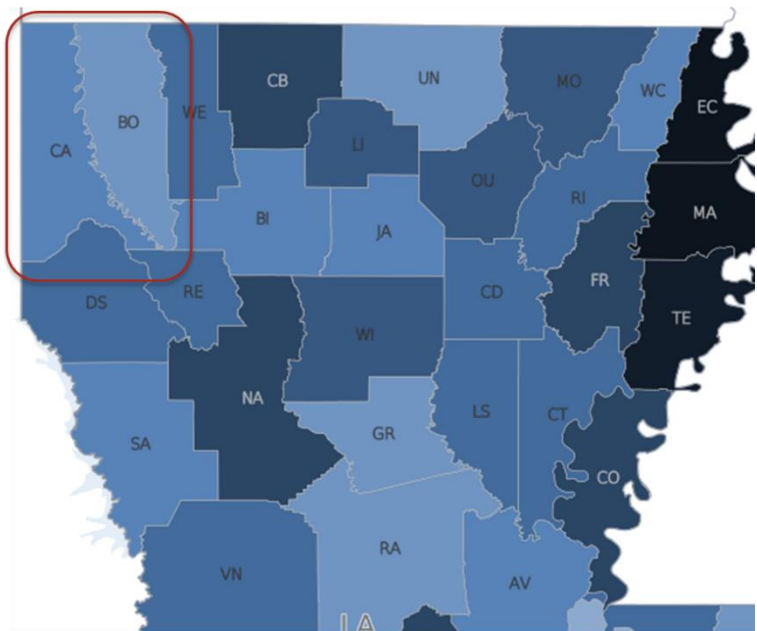
BEST — WORST   MISSING

2019 and 2017 County Health Rankings:
Years of Data Used: 2016 and 2014

23

Key Finding: The Prescribing Rate of Opioids per 100 persons has decreased since 2015 in both Parishes.

Opioid Prescribing Rates

2017 Rate per 100 persons
- < 57.2
- 57.2 - 82.3
- 82.4 - 112.5
- > 112.5

2017	Opioid Prescribing Rate/100 Persons
Bossier Parish – LA	89.1
Caddo Parish – LA	105.6
Louisiana	89.5

2015	Opioid Prescribing Rate/100 Persons
Bossier Parish – LA	98.0
Caddo Parish – LA	108.6
Louisiana	100.4

Maps reflect County levels of retail opioid prescriptions dispensed per 100 persons.

2017 and 2015 cdc.gov; Years of Data Used: 2017 and 2015

Other Key Findings:

- Bossier Parish's percentage of adults reporting binge or heavy drinking is higher than the state average and the national average while Caddo Parish is lower than the state average and higher than the national average.

- Bossier Parish and Caddo Parish's rate of drug overdose has increased from 2017; it is less than the state average which has also increased.

Summary of Health Indicators

Metric	Details	Louisiana	Bossier	Caddo
Access to Health Services				
Uninsured	% Uninsured	9.6%	8.7%	8.6%
Insured	% Insured	90.4%	91.3%	91.4%
Primary care physicians	PCP Ratio	1503:1	2334:1	846:1
Clinical Preventive Services				
Medicare Beneficiaries with Diabetes	% of Medicare Beneficiaries with Diabetes	28.0%	30.0%	28.0%
Diabetes Prevalence	% Diabetes	12.0%	12.0%	13.0%
Medicare Beneficiary Diabetes Screening	% of Medicare Beneficiaries Receiving HbA1c Screening	83.0%	86.0%	84.0%
Medicare Beneficiaries with Hypertension	% of Medicare Beneficiaries with Hypertension	65.0%	64.0%	64.0%
Hypertension Death Rate	Hypertension Death Rate/100,000 65+	802.40	1309.6	2612.80
Medicare Beneficiaries with Heart Failure	% of Medicare Beneficiaries with Heart Failure	15.0%	14.0%	14.0%
Heart Disease Death Rate	Heart Disease Death Rate/100,000 65+	1272.8	1255.0	927.3
All Cancer Incidence Rates	Cancer Incidence Rate	475.9	453.2	472.6
All Cancer Death Rates	Cancer Death Rate	187.8	170.0	196.5
Mammography screening	% Screened	39.0%	38.0%	39.0%
Breast Cancer Incidence Rates	Cancer Incidence Rate	124.1	117.6	121.9
Breast Cancer Death Rates	Cancer Death Rate	23.7	16.0	22.0
Colorectal Endoscopy	% Adults 50+ Colonoscopy or Sigmoidoscopy	-	66.9%	55.9%
Colon & Rectum Cancer Incidence Rates	Cancer Incidence Rate	46.5	41.7	47.6
Colon & Rectum Cancer Death Rates	Cancer Death Rate	17.5	15.5	17.7
Environmental Quality				
Air pollution - particulate matter	Average Daily PM2.5	9.4	10.3	10.3
Severe housing problems	% Severe Housing Problems	16.2%	15.2%	16.7%
Injury and Violence				
Violent crime	Violent Crime Rate	541	480	688
Homicides	Homicide Rate	12	6	13
Motor vehicle crash deaths	MV Mortality Rate	17	14	16
Maternal, Infant, Child Health				
Child mortality	Child Mortality Rate	73	73	95
Low birthweight	% LBW	10.7%	10.4%	14.6%
Teen births	Teen Birth Rate	37	33	47

Summary of Health Indicators (continued)

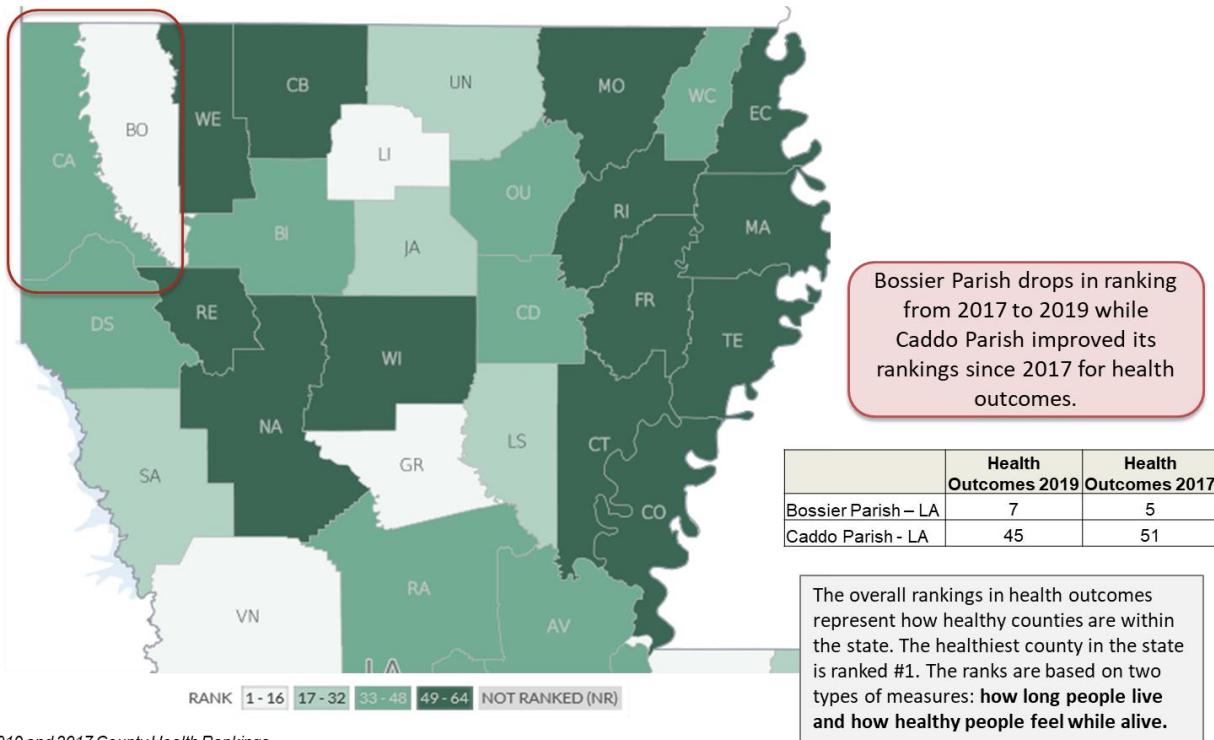| Mental Health				
Poor mental health days	Mentally Unhealthy Days	4.2	4.0	4.0
Medicare Beneficiaries with Depression	% of Medicare Beneficiaries with Depression	14.0%	15.0%	15.0%
Mental health providers	MHP Ratio	337:1	387:1	142:1
Nutritional, Physical, and Obesity				
Adult obesity	% Obese	35.3%	35.1%	37.9%
Food insecurity	% Food Insecure	16.7%	13.0%	19.9%
Physical inactivity	% Physically Inactive	28.5%	25.6%	29.5%
Access to exercise opportunities	% With Access	74.7%	81.7%	85.5%
Oral Health				
Dentists	Dentist Ratio	1841:1	1798:1	1291:1
Reproduction and Sexual Health				
Sexually transmitted infections	Chlamydia Rate	679.3	513.7	873.7
HIV prevalence	HIV Prevalence Rate	505	194	526
Social Determinants				
Unemployment	% Unemployed	51.3%	45.0%	57.8%
Some High School, No High School Diploma	% Adult with Some High School, No High School Diploma	10.5%	8.1%	9.8%
<9th Grade, Some High School, No High School Diploma	% Adult with <9th Grade, Some High School, No High School Diploma	5.3%	2.9%	4.1%
2019 Median Household Income	Median Household Income	$ 47,871	$ 51,221	$ 39,469
2019 Families Below Poverty Level	% of Families Below Poverty Level	15.2%	12.6%	19.3%
Children in poverty	% Children in Poverty	27.7%	23.9%	39.1%
Child Abuse and Neglect	Rate of Founded Investigations Child Abuse and Neglect	9.5	11.0	11.0
Substance Abuse / Tobacco				
Excessive drinking	% Excessive Drinking	18.5%	20.1%	15.3%
Alcohol-impaired driving deaths	% Alcohol-Impaired	34.4%	23.0%	37.5%
Adult smoking	% Smokers	22.8%	18.7%	20.8%
Opioid Prescribing Rates	Opioid Prescribing Rate/100 Persons	89.5	89.1	106
Drug overdose deaths	Drug Overdose Mortality Rate	21	12	12

Outperforms Louisiana Performance	
Meets Louisiana Performance	
Underperforms Louisiana Performance	

Parish Ranking

In addition to reviewing the data in Bossier and Caddo Parish, overall parish rankings were also utilized. The Parish Health Rankings and Roadmaps program is a collaboration between the Robert Wood Johnson Foundation and the University of Wisconsin Population health Institute. Measures for this are based on vital statistics, sexually transmitted infections, and Behavioral Risk Factor Surveillance System survey data and other units of the Centers for Disease Control and Prevention. Measures of health quality were calculated by staff at Dartmouth Institute. This allows us to understand how each parish is performing against another.

Health Outcomes: In LA, there are 64 parishes. For this ranking, 1 is the healthiest parish. The overall parish rankings in health outcomes are based on two types of measures: how long people live and how healthy people feel while alive.

Overall County Health Rankings: Health Outcomes

Bossier Parish drops in ranking from 2017 to 2019 while Caddo Parish improved its rankings since 2017 for health outcomes.

	Health Outcomes 2019	Health Outcomes 2017
Bossier Parish – LA	7	5
Caddo Parish - LA	45	51

The overall rankings in health outcomes represent how healthy counties are within the state. The healthiest county in the state is ranked #1. The ranks are based on two types of measures: **how long people live and how healthy people feel while alive.**

RANK 1 - 16 17 - 32 33 - 48 49 - 64 NOT RANKED (NR)

2019 and 2017 County Health Rankings

Health Factors: The overall ranking in health factors represents what influences the health of a parish. They are estimates of the future health of the parishes as compared to other parishes. The ranks are based on four types of measures: health behaviors, clinical care, social and economic, and physical environment factors.

Bossier Parish's Health Factors ranking has remained the same while Caddo Parish decreased in rank since 2017.

	Health Factors 2019	Health Factors 2017
Bossier Parish – LA	7	7
Caddo Parish - LA	34	28

The overall rankings in health factors represent what influences the health of a county. They are an estimate of the future health of counties as compared to other counties within a state. The ranks are based on four types of measures: **health behaviors, clinical care, social and economic, and physical environment factors.**

2019 and 2017 County Health Rankings

RANK 1 - 16 17 - 32 33 - 48 49 - 64 NOT RANKED (NR)
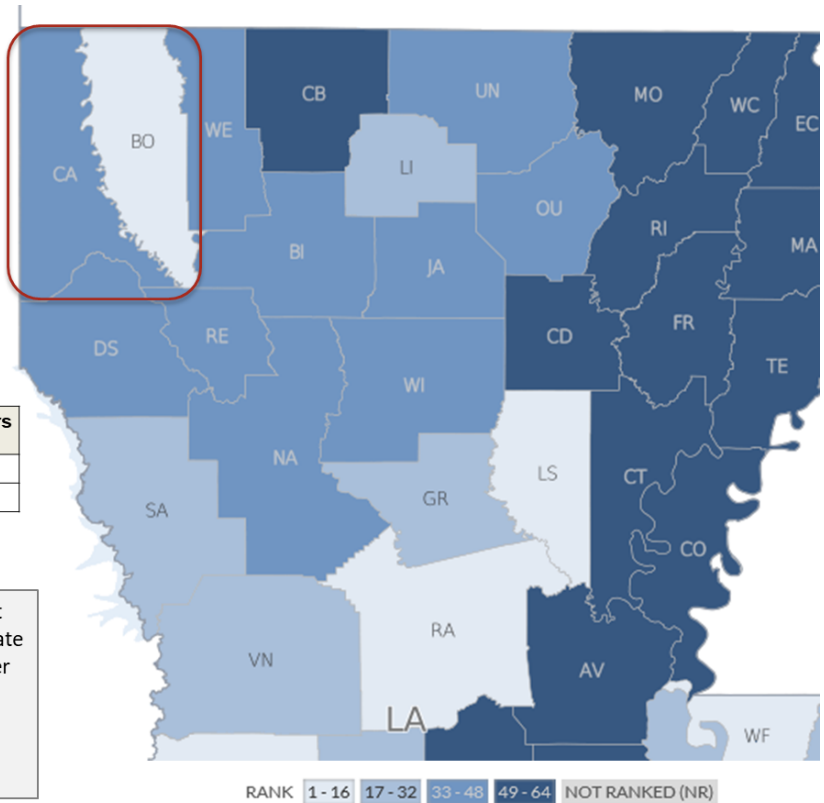
Below is a table that represents more details of the metrics that make up health outcomes and health factors scores:

Bossier
(1 = Best, 64 = Worst)

Health Outcomes	7
Length of Life	8
Quality of Life	12
Poor or Fair Health, Poor Mental Health Days, Low Birthweight	
Health Factors	**7**
Health Behaviors	7
Adult Smoking, Adult Obesity, Food Environment Idex, Physical Inactivity, Access to Exercise Opportunities, Excessive Drinking, Alcohol - Impaired Driving Death, Sexually Transmitted Infections, Teen Births	
Clinical Care	11
Uninsured, Primary Care Physicians, Dentists, Mental Health Providers, Diabetes Monioring, Mammography Screening	
Social & Economic Factors	5
High School Graduation, Some College, Unemployment, Children in Poverty, Violent Crime, Injury Deaths	
Physical Environment	63
Air pollution - Particulate Matter, Severe Housing	

Caddo
(1 = Best, 64 = Worst)

Health Outcomes	45
Length of Life	43
Quality of Life	47
Poor or Fair Health, Poor Mental Health Days, Low Birthweight	
Health Factors	**34**
Health Behaviors	38
Adult Smoking, Adult Obesity, Food Environment Idex, Physical Inactivity, Access to Exercise Opportunities, Excessive Drinking, Alcohol - Impaired Driving Death, Sexually Transmitted Infections, Teen Births	
Clinical Care	6
Uninsured, Primary Care Physicians, Dentists, Mental Health Providers, Diabetes Monioring, Mammography Screening	
Social & Economic Factors	44
High School Graduation, Some College, Unemployment, Children in Poverty, Violent Crime, Injury Deaths	
Physical Environment	64
Air pollution - Particulate Matter, Severe Housing	

Community Input Findings

The last and most important element of the Community Needs Assessment is community input. The Community Needs Assessment Team entered into dialogue with key hospital administrators, physicians, key community members, those with knowledge/expertise in public health, and those serving underserved and chronic disease populations. During this phase, the team conducted focus groups and surveys to gain this knowledge.

The survey participant list in this phase.

- President Shreveport / Bossier Convention and Tourist Bureau
- Caddo Parish Sheriff
- State Representative
- City of Shreveport Community Development Office
- State Senator – District 37
- Shreveport City Councilman District A
- Food Bank of Northwest Louisiana
- United Way of Northwest Louisiana
- Willis-Knighton Board Member
- Martin Luther King Health Center
- Willis-Knighton Staff
- Affiliated Physicians
- Food Bank of Northwest Louisiana

Each person participating ranked the current health of the community on a scale of 1 to 10, 10 being the best. The score after averaging the nine respondents' feedback was 3.8.

Respondents were asked what they viewed as the top health issues facing the service area parishes and its residents. They were then asked to elaborate on certain barriers, gaps, and access to care issues.

Based on the feedback provided in the Community Input phase of the CHNA, the following barriers and opportunities were identified when evaluating the health of Caddo and Bossier parishes.

Access / Barriers

- Accessing healthcare
- Healthcare literacy
- Insurance coverage to pay for care

Opportunity

- Partner to educate the population on health lifestyle choices and disease prevention
- Collaborate with community resources and increase awareness
- Target specific at-risk communities with health improvement opportunities
- Align with population health strategies

Another component discussed and explored in the surveys was which specialties/health services were lacking in the community. These were some of the areas mentioned in alphabetical order:

Community Feedback: Gaps in Services
Cardiovascular
Dermatology
Endocrinology
Neurology
Pediatric Neurology
Stroke Services

Prioritization of Needs Identified by Data and Input

By analyzing and combining perceived (by community) and reported (secondary) data, a number of community health issues surfaced.

There were four types of issues identified in the secondary data assessment based on z-scoring for metric categories, which were overlaid with community input to assist in the development of Priorities.

The parameters for the z-scoring categories were developed at Parish level to identify key issues within each Parish, which are as follows:

Z Scoring – Bossier Parish

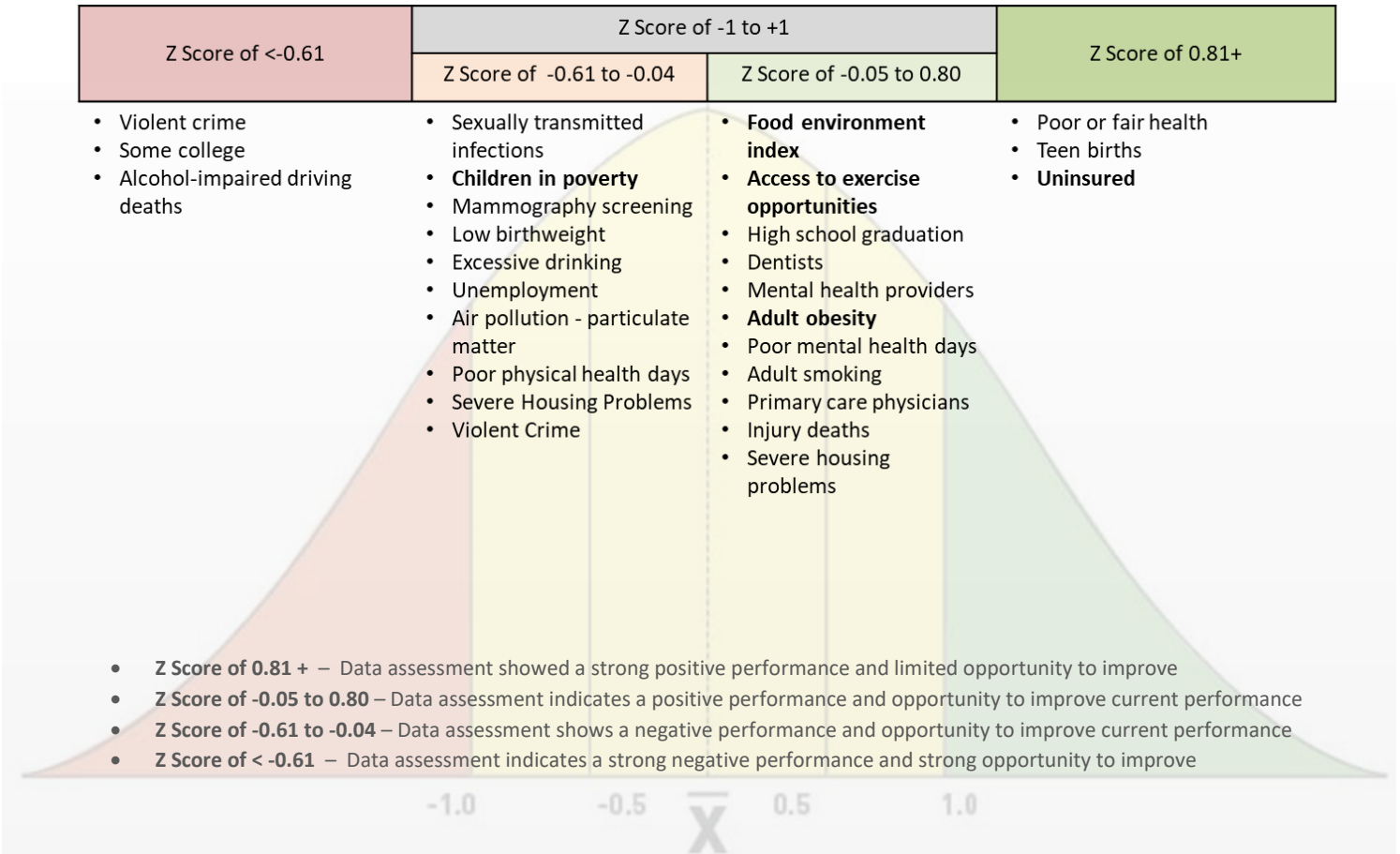| Z Score of <-1.07	Z Score of -1 to +1		Z Score of -0.07+
	Z Score of -1.07 to -0.84	Z Score of -0.85 to -0.06	
- Violent crime - Injury deaths - Premature death - Air pollution - particulate matter - Severe housing problems	**Access to exercise opportunities** - Excessive drinking - Alcohol-impaired driving deaths - Sexually transmitted infections - Teen births **Uninsured** - Primary care physicians - Dentists - Mental health providers - Mammography screening - High school graduation - Some college - Unemployment **Children in poverty**	- Poor mental health days - Low birthweight - Adult smoking **Adult obesity** **Food environment index**	- Poor or fair health - Poor physical health days

- **Z Score of -0.07+** – Data assessment showed a strong positive performance and limited opportunity to improve
- **Z Score of -0.85 to -0.06** – Data assessment indicates a positive performance and opportunity to improve current performance
- **Z Score of -1.07 to -0.84** – Data assessment shows a negative performance and opportunity to improve current performance
- **Z Score of < -1.07** – Data assessment indicates a strong negative performance and strong opportunity to improve

-1.0 -0.5 $\overline{X}$ 0.5 1.0

Z Scoring – Caddo Parish

Z Score of <-0.61	Z Score of -1 to +1		Z Score of 0.81+
	Z Score of -0.61 to -0.04	Z Score of -0.05 to 0.80	
• Violent crime • Some college • Alcohol-impaired driving deaths	• Sexually transmitted infections • **Children in poverty** • Mammography screening • Low birthweight • Excessive drinking • Unemployment • Air pollution - particulate matter • Poor physical health days • Severe Housing Problems • Violent Crime	• **Food environment index** • **Access to exercise opportunities** • High school graduation • Dentists • Mental health providers • **Adult obesity** • Poor mental health days • Adult smoking • Primary care physicians • Injury deaths • Severe housing problems	• Poor or fair health • Teen births • **Uninsured**

- **Z Score of 0.81 +** – Data assessment showed a strong positive performance and limited opportunity to improve
- **Z Score of -0.05 to 0.80** – Data assessment indicates a positive performance and opportunity to improve current performance
- **Z Score of -0.61 to -0.04** – Data assessment shows a negative performance and opportunity to improve current performance
- **Z Score of < -0.61** – Data assessment indicates a strong negative performance and strong opportunity to improve

-1.0   -0.5   X   0.5   1.0

Once the issues/community needs were identified and organized, a prioritization session was held with members of the Community Health Needs Assessment Steering Committee. This session resulted in the development of a Prioritization Table. The priorities were ranked based on significance of the community need and WKHS's ability to impact the need. This process identified priority health issues for both Bossier and Caddo parishes that WKHS feels it has an ability to impact at certain levels.

Prioritized 2019 Community Health Needs

Community Needs Selected	
1	Access to Health Services
2	Maternal, Infant, Child Health
3	Clinical Preventive Services
4	Nutritional, Physical Activity, and Obesity
5	Mental Health

From this prioritization table, the Willis-Knighton team identified community needs that would be the basis for the development of the implementation strategy. In accordance with treasury Regulation 1.501(r)-3(c)(3), the top needs not addressed in the implementation strategy are listed below and will include why each need was not included. While important to the health of the community, WK North feels that their organization has a limited ability to impact the following need:

- **Maternal, Infant, Child Health** – After evaluating community health needs and internal resources, Willis-Knighton North feels Maternal, Infant, Child Health is better supported by other locations within the system.

Based on the secondary quantitative data, community input, the needs evaluation process, and the prioritization of these needs, the following community needs have been selected for implementation.

- **Access to Health Services** – Access to health services was identified as a community health need in the data assessment as well and the community input phase of the CHNA report. Elements of the previous 2016 CHNA address the community need to increase access to health services. Utilizing the 2016 CHNA Implementation strategy, WKHS has grown its services to better meet

its community's need and has now identified a need to improve awareness of community channels to access and learn more about available services.

- **Maternal, Infant, Child Health** – WKHS has identified an opportunity to improve Maternal, Infant, and Child health services offered by their facilities in the community by focusing on enhancing current resources and clinics, improving maternal and perinatal outcomes, and growing the rotating screening programs in the community.
- **Clinical Preventive Services** – WKHS has identified a need to increase the access to new and existing preventive services to help their patients with improved access to preventive care, early detection and management of chronic diseases, and improve healthy lifestyle awareness. Some of the action steps outlined build upon previous screening initiatives included in the 2016 CHNA Implementation strategy.
- **Nutritional, Physical Activity, and Obesity** – WKHS has identified a need to continue education and action to improve Nutritional, Physical Activity, and Obesity in the community. Strategies and action steps have been defined to help WKHS address this community need with a focus on healthy lifestyle education, enhancing healthy lifestyle campaigns, and assessing current patient and cafeteria menus and initiatives, just to name a few.
- **Mental Health**– the limited or dated resources addressing mental health within the community has motivated WKHS to select Mental Health as a key topic of the 2019 CHNA Priorities and develop an implementation strategy that would improve the health of their community in this area.
- **Substance / Tobacco** – Willis-Knighton North has identified substance abuse and tobacco use prevention to be a community need that they have resources to impact. Specifically, strategies and resources are focused on reevaluating treatment transferring process, prescribing opioid, and referring for treatment from emergency department.

Willis-Knighton Health System's Community Needs Assessment Steering Committee will initiate the development of implementation strategies for each health priority identified above. This implementation strategy will be executed in collaboration with community partners and health issue experts over the next three years. The following key elements will be used in developing their implementation strategy:

- Identify what other local organization are doing to address the health priority
- Develop support and participation for these approaches to address the health need
- Develop specific and measurable goals so that the effectiveness of these approaches can be measured
- Develop detailed work plans
- Communicate with the assessment team and ensure appropriate coordination with other efforts currently underway to address the issue

The team will utilize and build upon the monitoring method developed in the conclusion of the prior CHNA to provide status updates and outcome notifications of these efforts to improve community health. WKHS is committed to conducting another health needs assessment in three years.

In addition, WKHS continues to play a leading role in addressing the health needs of their community with a special eye for the underinsured / underserved populations. As such, WKHS ensures that

community benefit planning is an integral part of their WKHS's annual planning and budgeting processes to continue effectively meeting and supporting community needs.

Appendix A – Data Sources