



Keeping the  in Hometown

Willis - Knighton Bossier Health Center


Community Health Needs Assessment
June 2013





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EXECUTIVE SUMMARY

Executive Summary

A Community Health Needs Assessment (CHNA) was created for Willis-Knighton Bossier Health Center (Willis-Knighton Bossier). The CHNA utilizes relevant health data and stakeholder input to identify the significant health needs in the community served by Willis-Knighton Bossier. Based on patient origin, the community that Willis-Knighton Bossier serves is defined as Bossier and Caddo Parishes (also referred to as the study area), which are located in Region 7 in Louisiana.

The CHNA Team, consisting of hospital leadership, met with staff from Community Hospital Consulting (CHC Consulting) on February 27, 2013 to review the research findings and define the community health needs. Six community health needs were identified by assessing the prevalence of the issues identified in the health data findings combined with the frequency and severity of mentions in the interview and survey findings.

The CHNA Team participated in a facilitated discussion to prioritize the six identified health needs. Three factors were considered in this discussion:

- Size and prevalence of the issue
- Effectiveness of interventions
- Each hospital's capacity to address the need

Hospital leadership felt that each of the identified needs was of equal concern in Bossier and Caddo Parishes. The final list of community needs, including a rationale for each priority, is listed below:

1. Access to Primary and Specialty Care

Priority Rationale: Findings suggest that access to primary and specialty care is limited in Bossier and Caddo Parishes. As of 2010, 18.6% of residents in Bossier Parish and 21.2% of residents in Caddo Parish are uninsured. According to the Behavioral Risk Factor Surveillance System (BRFSS), 14.6% of respondents in Bossier Parish and 18.1% of respondents in Caddo Parish cannot afford any kind of health coverage, including health insurance prepaid plans such as HMOs, or government plans such as Medicare. Interviewees noted that there is a need for additional providers, particularly primary care, mental health and physicians accepting Medicare, Medicaid and self-pay patients. Many interviewees also felt that increased availability of after-hours urgent care would address access issues for many people and reduce the inappropriate usage of the ER. Finally, particular populations that are most at

risk in terms of accessing adequate care include the low income, uninsured, children, minorities, elderly and those without transportation.

2. Access to Mental Health Services

Priority Rationale: Findings indicate that there are substantial barriers to accessing mental health services in Bossier and Caddo Parishes. According to BRFSS, nearly 14% (13.7%) of respondents in Bossier Parish report mental distress compared to 8.8% in Caddo Parish. Interviewees suggested that there is a need for additional psychiatrists and services, as well as access to mental health providers accepting Medicare and Medicaid. Additional services are needed specifically for substance abusers and many noted that mental health services are particularly lacking for children, who often see a primary care physician for mental health needs.

3. Fragmented Continuum of Care

Priority Rationale: Communication among providers, record sharing and the disconnect in transitioning from one care setting to the next all contribute to the fragmented continuum of care in Bossier and Caddo Parishes. Interviewees discussed a lack of effective communication and coordination among providers. Specifically, follow up care and information seems to be a problem when a patient is transitioning from one setting to the next. The shift away from a primary care focus to specialist care has resulted in a system that is disjointed and lacks a central medical home for patients. Many interviewees felt that the availability and usage of patient-focused primary care resources would result in a healthier community.

4. Natality and Maternal Health Issues

Priority Rationale: Findings suggest that there are natality and maternal health issues in Bossier and Caddo Parishes. As of 2009, 14.2% of births in Caddo are low birth weight and 18.3% are pre-term. In Bossier Parish, 9.6% are low birth weight and 13.5% are preterm. The infant mortality rate in Caddo Parish (13.5 per 1,000 live births) is also much higher than the state's rate (9.7 per 1,000 births). Data suggests that teen pregnancy might also be a concern in the study area with teen births rates at 60 per 1,000 women (15-19 years old) in Bossier and 73 per 1,000 women (15-19 years old) in Caddo compared to 54 per 1,000 (15-19 years old) in Louisiana as of 2008.

5. Patient Education and Preventive Care

Priority Rationale: Findings suggest that there is a need to educate community members about their health, as well as the resources they have available to them. Interviewees felt strongly that patient education and preventive care would benefit the health of

residents in Bossier and Caddo Parishes. There is an overall lack of effective health education in the community, but this is a particular concern among economically disadvantaged patients. The lack of awareness of available health care resources results in increased, or perceived, barriers and misuse of those resources by the low income and under-uninsured populations.

6. Unhealthy Lifestyles

Priority Rationale: Findings suggest that unhealthy lifestyles are a concern in Bossier and Caddo Parishes. Examples of conditions related to unhealthy lifestyles include heart disease, heart attacks, stroke, communicable diseases, diabetes and obesity. Caddo Parish has extremely high communicable disease rates. As of 2009, the primary and secondary syphilis rate in Caddo Parish is 54.8 (per 100,000) compared to 17.9 (per 100,000) in Bossier Parish and 16.8 (per 100,000) in Louisiana. The gonorrhea rate in Caddo Parish is 507.4 (per 100,000) compared to 159.7 (per 100,000) in Bossier Parish and 203.9 (per 100,000) in Louisiana. Finally, the chlamydia rate in Caddo Parish is 1,151.7 (per 100,000) compared to 531.9 (per 100,000) in Bossier Parish and 626.4 (per 100,000) in Louisiana. Interviewees also indicated that there is a need to address diabetes, obesity and STDs in the community. According to the 2010 crude death rates, Caddo Parish has a high heart disease mortality rate (229 per 100,000). Bossier and Caddo also have high chronic lower respiratory disease crude death rates (59.8 and 73.7 per 100,000 respectively) compared to Louisiana (42.6 per 100,000). Finally, according to BRFSS data 5.3% of respondents in Bossier report having had a stroke compared to 3.4% in Caddo and Louisiana (2008-2010).



ABOUT WILLIS-KNIGHTON



About Willis-Knighton Bossier Health Center

In 1996, the health system expanded its base of operations to the east side of Red River with the opening of the Willis-Knighton Bossier Health Center. The campus remains the only full service acute care facility for the 116,000 citizens of Bossier Parish, and many rural districts beyond. The apparent need for such a facility in that area of our greater community justified a large expansion of the campus beginning in 2000, just four years after the health center opened operations. The campus includes a wellness center, occupational medicine facility, urgent care center and multiple medical office buildings.

About Willis-Knighton Health System

Since 1924, Willis-Knighton has served the needs of this region with an eye toward the future. The hospital was founded as Tri-State Sanitarium and billed as a regional healthcare institution for North Louisiana, Southern Arkansas and East Texas. Dr. James C. Willis and Dr. Joseph E. Knighton acquired the majority share of the hospital in 1929. In 1952, almost three years after it transitioned to a not-for-profit healthcare organization, the hospital was renamed in honor of Doctors Willis and Knighton. The vision of the early founders grew as the community grew, helping to establish Willis-Knighton as a leader in the field of healthcare locally, regionally and nationally.

The years have brought many changes in technology, treatment and tremendous growth. From one small hospital, Willis-Knighton Health System has grown to include four satellite hospitals, including the first satellite hospital built in the state of Louisiana. Willis-Knighton's services span the entire continuum of care for residents in northwest Louisiana and the Ark-La-Tex. In addition to the health system's four hospitals, Willis-Knighton also operates a full-service 312-acre retirement community unlike any other in the region. In late 2013, Willis Knighton will open the WK Innovation Center in Bossier City. This facility will house state of the art clinical and professional training centers, a public assembly center, medical museum, healthcare management office space and archival storage solutions for the system's enormous volume of records.

Willis-Knighton Health System (1,192 total beds - 901 acute and 291 skilled) is the largest medical center in Louisiana with 51,343 inpatient and observation admissions, 3,962 deliveries and buildings that encompass some 3.8 million heated square feet (more

than 600 acres) on four hospital campuses. Willis-Knighton has 5,800 employees and a physician network of over 360 employed providers. Willis-Knighton Health System remains the only locally-owned, locally-operated health system in the region and is recognized as the state's fastest-growing health system.

In 2012, U.S. News and World Report noted Willis-Knighton as one of the 'Best Hospitals' with high performance rankings in no less than eleven specialty categories. WKHS has been featured by Thomson Reuters as a 'Top 100 Hospital' and the system has received the 'Consumer Choice #1' award from the National Research Corporation annually since 2001. Last year, Modern Healthcare reported that WKHS' emergency departments were the thirteenth busiest in the United States in 2010.

Willis-Knighton has been LSU Health Shreveport's major partner for over 25 years. In decades past, Willis-Knighton was in fact the first private hospital in the state to team with LSU Health Shreveport. That partnership includes annual donations of millions to support the medical school and has helped forge a myriad of programs and services for the benefit of the public including: a regional transplant and hepatobiliary center, neurosurgery services, a regional trauma center, a center for reproductive medicine, PET scans for the indigent, maxillofacial surgery and numerous other collaborative ventures. In the past 20 years Willis-Knighton Health System has contributed in excess of \$84.5 million dollars to LSU Health Shreveport.

Willis-Knighton has achieved many firsts in healthcare in the Ark-La-Tex: the Center for Women's Health, WK Eye Institute and the Willis-Knighton Heart & Vascular Institute. Willis-Knighton South was the first satellite hospital established in Louisiana. Great strides in cancer care have been made at the Willis-Knighton Cancer Center, one of the first sites in the world to introduce TomoTherapy image-guided radiation therapy. In 2014, the Willis-Knighton Cancer Center will introduce proton beam therapy with pencil beam guidance, a first for the U.S.

Additional Locations

Willis-Knighton Medical Center

Willis-Knighton Health System greatly evolved from its original hospital's location on Greenwood Road in west Shreveport. Nonetheless, this location remains the system's headquarters and major tertiary care facility with several centers of excellence including: The WK/LSU Regional Transplant Center, Willis-Knighton Cancer Center, Willis-Knighton Heart and Vascular Institute,

Willis-Knighton Eye Institute, Bicknell Outpatient Surgery Pavilion, Willis-Knighton Rehabilitation Institute, Willis-Knighton Spine Institute and the Center for Reproductive Health, and the Willis-Knighton Extended Care Center.

The Willis-Knighton Medical Center campus also houses numerous physician offices, the system's occupational care facility, a wellness center and a variety of patient care service lines. The medical center also enjoys a unique affiliation with Louisiana State University Health Shreveport, a university teaching hospital with three professional schools.

Willis-Knighton South and the Center for Women's Health

Willis-Knighton South (formerly South Park Hospital) opened in 1983 as the first satellite hospital in the state of Louisiana. The hospital provides critical, emergency and general medical care to patients of south Shreveport and north DeSoto Parish with a special emphasis placed on women's, children's and maternal/fetal medicine. Today, Willis-Knighton South's campus includes the following centers of excellence: Willis-Knighton Women's Center, Neo-Natal Intensive Care Unit, Pediatric Intensive Care Unit, Behavioral Medicine and the Hyperbaric and Wound Care Center.

Willis-Knighton Pierremont Health Center

Willis-Knighton Pierremont Health Center opened in 1999 in the burgeoning southeast Shreveport suburb. The facility offers critical, emergency and general medical care. Numerous physician offices and office buildings are located near the hospital. The increasing need for full-service medical care in this area of the city necessitated a large addition to the campus just one year after initial construction. Associated with the Pierremont campus are a center of excellence for Orthopedic and Sports Medicine, an urgent care center, occupational medicine facilities and a center for ambulatory surgery.

The Oaks of Louisiana

In 2007, the existing campus of Live Oak Retirement Community joined with Willis-Knighton. Faced with the daunting challenge of upgrading their ageing facilities to meet the requirements of today's most comfortable senior living environments, the existing not-for-profit entity sought the support of a major health system. Now known as The Oaks of Louisiana, this facility was built with the sole purpose to serve the needs of our nation's ever-ageing population. Today, the original campus has grown to more than 300

acres and offers seniors a variety of choices in independent living, assisted living and skilled nursing care in a remarkably luxurious and resident-oriented setting.

Willis-Knighton Innovation Center

Willis-Knighton Health System purchased the former Bossier Medical Center campus in 2012 with an eye to addressing a variety of public and internal system management needs. The facility has been renovated to house the system's medical, business and archival storage solutions, public meeting spaces, an advanced clinical training and professional education center, home health and hospice outposts, the system's employee TPA office and a variety of meeting spaces.

Regional Hospital, Health System and Health Center Affiliates

Willis-Knighton Health System provides corporate support for three neighboring, rural north Louisiana hospitals. The affiliated facilities include North Caddo Medical Center in Vivian, DeSoto Regional Health System in Mansfield and Springhill Medical Center in Springhill. Each is an autonomous hospital that enjoys benefits in management assistance, tertiary services and purchasing contract discounts offered by Willis-Knighton. The system also operates a rural health and wellness facility at the Willis-Knighton Claiborne Regional Health Center.

A Tradition of Service

Mission

To continuously improve the health and well-being of the people we serve.

Vision

To be the health care provider of choice in our region and one of the best health care institutions in the nation.

Values

An often repeated value statement across the Willis-Knighton Health System is to “provide the highest quality medical care, at the lowest possible price, in the most compassionate of settings.”

Community Benefit

For more than 30 years Willis-Knighton Health System has shared a portion of its EBITDA with the community. Going beyond inpatient charity care, Willis-Knighton also operates six indigent clinics across the greater Shreveport-Bossier area as well as a clinic in southern Arkansas. Willis-Knighton Health System supports more than 250 worthy organizations, healthcare related or otherwise. In fiscal year 2012, Willis-Knighton’s contributions were five times greater than those of the local United Way. These activities support the institution’s mission statement and further the mantra: “You will never have a perfect day until you do something for someone who can never afford to repay you.” Willis-Knighton will continue to honor its obligation as a not-for-profit entity by serving our community as the major philanthropic anchor of the region.

Willis-Knighton Health System has for decades far exceeded traditional community benefit requirements established for not-for-profit hospitals. Indeed, such a philosophy of giving is virtually unrivaled in the field. This health system operates on a foundation of principles, set forth by upper-management a generation prior, that the success of the organization is directly tied to the organization’s ability to serve their community’s needs. Beyond fulfilling its IRS community benefit obligations (typically inpatient hospital charity care), Willis-Knighton has established seven centers of community focus as part of its *Duties of Conscience* program: HealthWorks, AngelWorks, LearningWorks, ArtWorks, YouthWorks, CivicWorks and MilitaryWorks.

HealthWorks

Approximately 60 percent of the health system’s annual community contributions (known internally as the annual ‘tithe’) is provided to support the HealthWorks program. This operation provides health resources for underserved populations who have little or no other means to receive adequate healthcare and helps establish, in cooperation with the local university teaching hospital, a variety of healthcare service lines that would not otherwise be traditionally available in a community of this size.

A subset of HealthWorks is Project Neighborhealth, where Willis-Knighton has established and fully-financed eight indigent health clinics throughout the community and region. Five of these community clinics are located within the inner-city or mid-city districts of

Shreveport, while the remainders are located in surrounding rural districts (Plain Dealing, Louisiana; Oil City, Louisiana and Bradley, Arkansas). These clinics are staffed with a variety of providers (family practitioners, pediatricians, dentists and RNs) in districts that have historically suffered from shortages of modern health resources.

Since its 1990s inception, Willis-Knighton's Shots for Tots initiative has been successful in raising the percentage of immunized preschool children in northwest Louisiana from 47 to 94 percent. All vaccinations provided through this program are given free of charge and without prequalification.

Willis-Knighton funds free PET scans for the Medicaid and indigent patients of LSU Health Shreveport's University Hospital and recently purchased a line of SPRINT (Single Paramedic Rapid Intervention Non-Transport) vehicles for the Shreveport Fire Department.

In 1995, Willis-Knighton began sponsorship of a unique medical mission in Ukraine where affiliated surgeons provide training in laparoscopic, robotic and retinal surgical techniques in regions where their use was previously unavailable. Thanks to the efforts of a handful of devoted doctors and the full support of administration, more than 500 surgeons in Ukraine have been successfully trained—resulting in a dramatic decrease in post-operative infection rates and enhanced patient outcomes.

AngelWorks

Willis-Knighton's AngelWorks programs are typified by the financial sponsorship of existing community humanitarian programs that address issues of homelessness, inadequate nutrition, mental health challenges, and other community special needs. Some examples of organizations supported over the years include: Food Bank of Northwest Louisiana, Shreveport Volunteers of America, Providence House (homeless shelter for women and children), Evergreen Presbyterian Ministries (shelter for the cognitively challenged), The ARC (serves children with severe disabilities), Holy Angels (a resident community for the cognitively challenged) and the Gingerbread House (a shelter for abused children).

LearningWorks

This program supports community-wide education systems by providing contributions of cash and in-kind support from education programs from preschool through nursing, allied health and medical education training programs. Institutions with medical

education programs that receive funding and/or in-kind support include: Bossier Parish Community College, Grambling State University, LSU Health Shreveport Medical School, and Northwestern State University of Louisiana.

ArtWorks

Willis-Kington addresses the quality of life needs of the community through a special program known as ArtWorks. This service provides financial support of a number of community cultural activities that provide opportunities for personal and community development. Some organizations that have received support in the past include: Shreveport Symphony Orchestra, Shreveport Opera Guild, Red River Revel, Louisiana State Exhibit Museum, Robinson Film Center, Sci-Port Discovery Center, Centenary College Choir, Shreveport Regional Arts Council, Red River (public) Radio and the Louisiana State Fair.

YouthWorks

Willis-Kington provides in-kind support and financial contributions from our revenues that sponsor and support activities that help prepare the next generation for the rigors of life and adulthood. Organizations that have received funding or in-kind support include: Boy Scouts of America, The Girl Scouts, Salvation Army, Boys and Girls Club, Biz Camp for inner-city youths, YMCA and YWCA, summer camps and school athletic trainers.

CivicWorks

This program provides contributions for not-for-profit organizations that provide social, economic and life-enhancing services to our community. Programs and enhancement studies of the following organizations are funded through the health system's own revenue: Chamber of Commerce, North Louisiana Economic Development Council, Louisiana State University-Shreveport Business Research Center, North Louisiana Bio-Medical Research Institute and the Shreveport, Bossier City, Caddo and Bossier Parish fire and police departments.

MilitaryWorks

MilitaryWorks refers to Willis-Kington's commitment to serving those who risk their lives in defense of all Americans. Willis-Kington has provided collegiate scholarships to local fallen servicemen's children, Sponsorship of various programs at Barksdale

Field (the local Air Force base), providing funding for Combat Cavalryman's Spurs for the 2nd Squadron of the 108th Cavalry Regiment of the United States Army and transportation for familial visits to the soldiers of the Louisiana National Guard deployed to aid communities during times of natural disasters.



PROCESS AND METHODOLOGY

Process and Methodology

Background and Objectives

This CHNA was conducted for Willis-Knighton Bossier and is designed in accordance with CHNA requirements identified in the Federal Patient Protection and Affordable Care Act and further addressed in the Internal Revenue Service Notice 2011-52 and proposed IRS REG – 106499-12 released April 3, 2013.

The objectives of the community health needs assessment are:

- Meet Federal Government and regulatory requirements
- Research and report on the demographics and health status of the service areas including a review of state and regional data
- Gather input, data and opinions from persons who represent the broad interest of the community; specifically persons with special knowledge or expertise of public health, local and state health departments, and representatives of medically underserved, low-income or minority populations and populations with chronic diseases
- Analyze the quantitative and qualitative data gathered and communicate results via final comprehensive reports on the needs of the community served by each of the four hospitals
- Prioritize the needs of the community served
- Create hospital specific implementation plans that addresses the prioritized needs

Scope of CHNA Report:

The CHNA components include:

- A description of the process and methods used to conduct the assessment, including a summary of data sources
- Biography of the hospital
- A description of the hospital's study area
- Definition and analysis of the community served by the hospital, including both a demographic and a health data analysis
- Findings from seventeen comprehensive interviews and a follow up survey conducted with people who represent a broad interest in the community, including:
 - Persons with special knowledge of or expertise in public health;

- Federal, tribal, regional, state, or local health or other departments or agencies, with current data or other information relevant to the health needs of the community served by the hospital facility; and
- Leaders, representatives, or members of medically underserved, low income, and minority populations, and populations with chronic disease needs, in the community served by the hospital facility.
- The prioritized community needs
- A description of additional health services and resources available in the community
- A list of information gaps that impact the hospital's ability to assess the health needs of the community served
- A description of the individuals interviewed for the CHNA
- A hospital specific implementation plan has also been developed to address the priorities identified in the CHNA

Methodology:

Willis-Knighton Health System (Willis-Knighton) contracted with an outside entity, CHC Consulting, to assist in the development of Willis-Knighton Bossier's CHNA. Willis-Knighton provided essential data and resources necessary to initiate and complete the process, including the definition of the hospital's study area and the identification of key community stakeholders to be interviewed. CHC Consulting conducted the following research:

- A demographic analysis of the study area
- A study of the most recent health data available
- Conducted one-on-one interviews with individuals who have special knowledge of the community, and analyzed results
- Created and distributed an electronic follow up survey to interview participants to gather quantitative data
- Facilitated the prioritization process during the CHNA Team meeting on February 27, 2013
- Assisted in the development of an Implementation Strategy to address the needs identified in the CHNA

The methodology for each component of this study is summarized below.

- Biography of Willis-Knighton and Willis-Knighton Bossier
 - A biography of Willis-Knighton and Willis-Knighton Bossier was provided by the health system.
- Study Area Definition
 - The study area is based on hospital inpatient discharge data from January 2011 through December 2011 and discussions with hospital staff.
- Demographics of the Study Area

- Population demographics include population change by race, ethnicity, age, a median income analysis, unemployment and economic statistics in the study area.
- Demographic data sources include, but are not limited to, the United States Census Bureau and the Kids Count Data Center.
- Health Data Collection Process
 - A variety of sources, which are all listed in the references section of this report, were utilized in the health data collection process.
 - Health data sources include, but are not limited to, the Louisiana Department of Health and Hospitals, the Behavioral Risk Factor Surveillance System and the United States Census Bureau.
- Interview and Survey Methodology
 - Willis-Knighton provided CHC Consulting with a list of persons with special knowledge of public health in Bossier and Caddo Parishes including public health representatives, not-for-profit organization professionals, charities and other individuals who focus specifically on underrepresented groups.
 - From that list, seventeen in depth interviews were conducted using a structured interview guide.
 - Extensive notes were taken during each interview and then quantified based on responses, community and populations (minority, elderly, un/underinsured, etc.) served, and priorities identified by respondents. Qualitative data from the interviews was also analyzed and reported.
 - A follow up survey was electronically distributed to interview participants to further quantify the data.
- Prioritization Strategy
 - Six needs were determined by assessing the prevalence of the issues identified in the health data findings, combined with the frequency and severity of mentions in the interviews and survey.
 - The CHNA Team participated in a facilitated discussion of each hospital's ability to meet the six identified health needs. Three factors were considered in this discussion:
 - Size and prevalence of the issue
 - Effectiveness of interventions
 - Each hospital's capacity to address the need
 - See the prioritization section for a more detailed description of the prioritization methodology.



STUDY AREA

Willis-Knighton Bossier Study Area



Bossier Parish makes up to 66.0% of discharges



Caddo Parish makes up 17.9% of discharges



Willis-Knighton Bossier Patient Origin

CY 2011 Inpatient and Observation Discharges				
Parish	State	CY 2011 Discharges	% of Total	Cumulative % of Total
Bossier	LA	6,832	66.0%	66.0%
Caddo	LA	1,852	17.9%	83.9%
All Others		1,668	16.1%	100.0%
Total		10,352	100%	

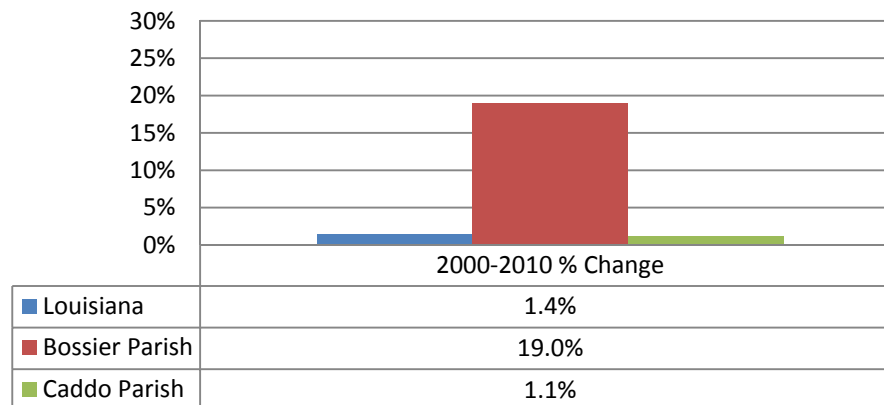
Source: Hospital Inpatient Discharge Data by DRG; Normal Newborns DRG 795 excluded; Observation included



DEMOGRAPHIC OVERVIEW

Overall Population Change

Ten-Year Population Growth or Decline

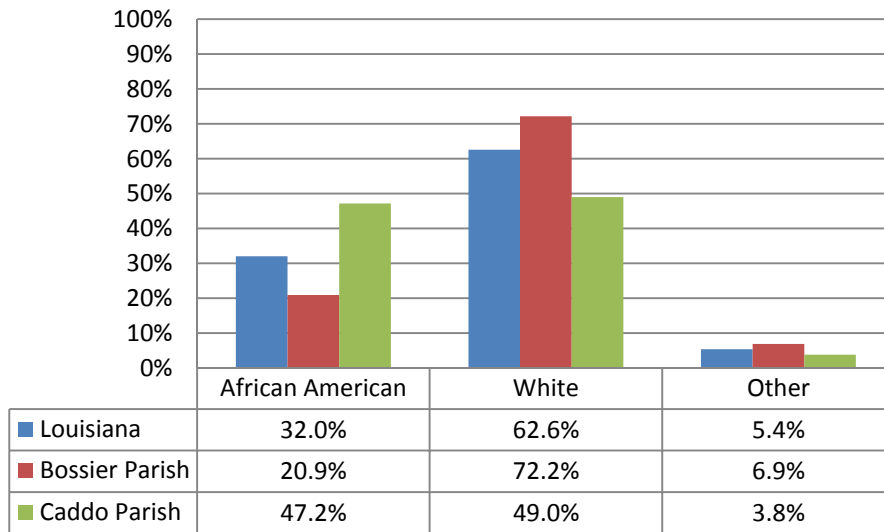


Population Growth				
Geographic Location	CY 2000	CY 2010	2000-2010 Change	2000-2010 % Change
Louisiana	4,468,976	4,533,372	64,396	1.4%
Bossier Parish	98,310	116,979	18,669	19.0%
Caddo Parish	252,161	254,969	2,808	1.1%

Source: United States Census Bureau 2000 and 2010 (accessed December 28, 2012)

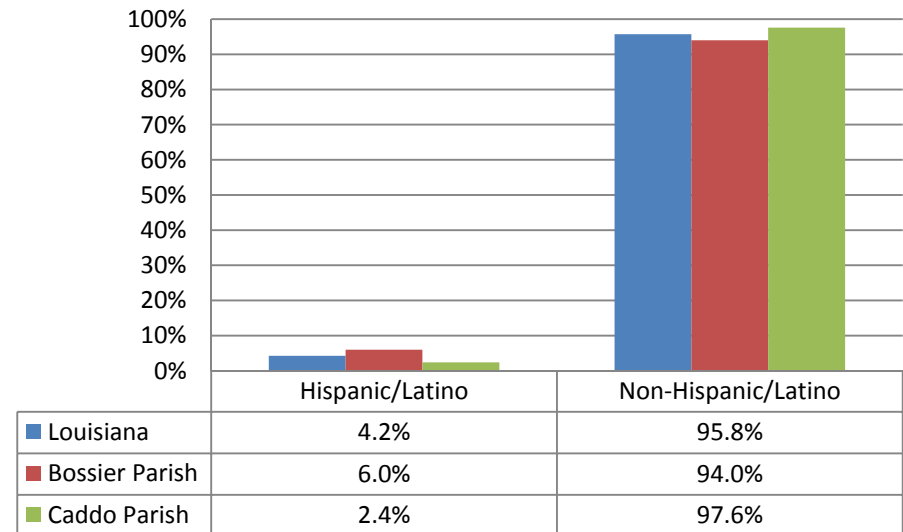
Population Composition by Race/Ethnicity

Race (2010)



Other includes: American Indian and Alaska Native, Asian, Native Hawaiian and Pacific Islander, Identified by two or more and other.

Hispanic / Latino (2010)



Note: The census differentiates between race and ethnicity.

- Ethnicity refers to Hispanic/Latino vs. Non-Hispanic/Latino
- Therefore, someone of Hispanic ethnicity may be included in any of the race categories.



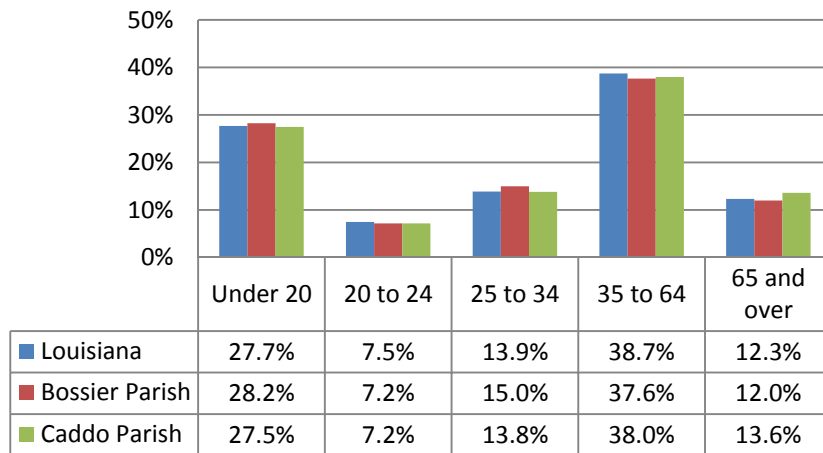
Population Growth by Race/Ethnicity 2000-2010

- Bossier
 - White population growth 15% (11,027 people)
 - African American population growth 19.5% (3,993 people)
 - Asian population growth 56.2% (693 people)
 - Hispanic/Latino population growth 129.4% (3,963 people)
- Caddo
 - White population decline 6.4% (8,482 people)
 - African American population growth 6.9% (7,781 people)
 - Asian population growth 54.9% (951 people)
 - Hispanic/Latino population growth 63.4% (2,379 people)

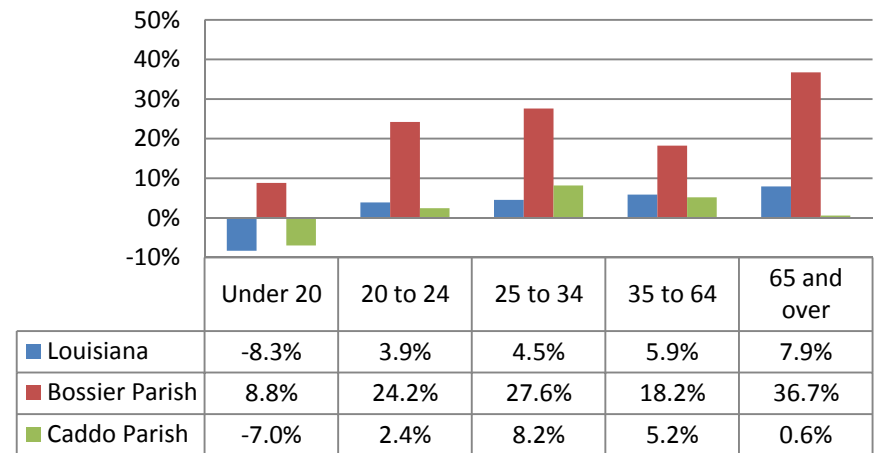
Source: United States Census Bureau 2000 and 2010 (accessed December 28, 2012)

Population and Growth by Age

**Population Composition by Age
(2010)**



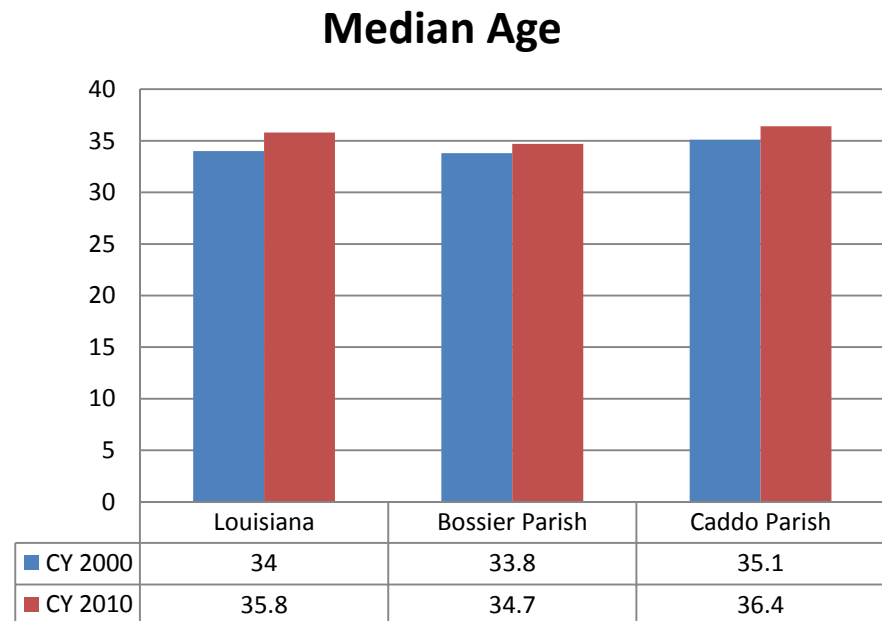
**Population Growth by Age
(2000-2010)**



Source: United States Census Bureau 2000 and 2010 Data (accessed January 31, 2013)

Median Age

- Caddo Parish has a higher median age than both Bossier and Louisiana.
 - Louisiana: 35.8
 - Bossier: 34.7
 - Caddo: 36.4

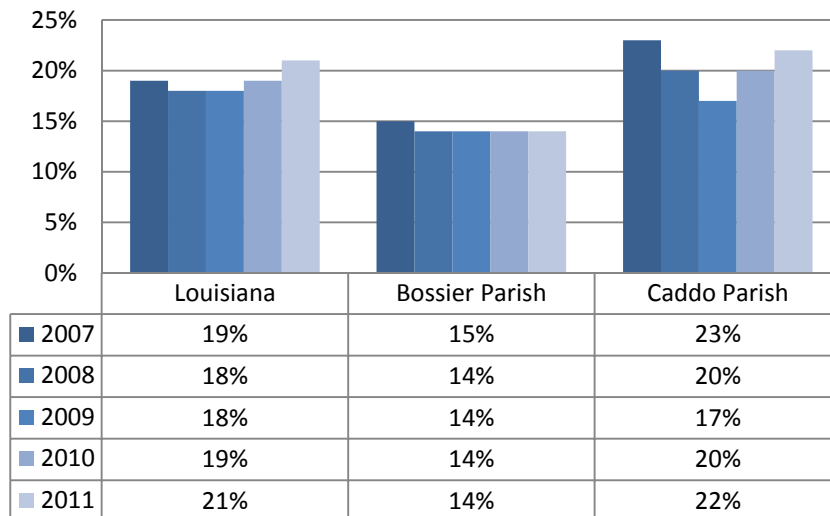


Source: United States Census Bureau 2000 and 2010 Data (accessed January 31, 2013)

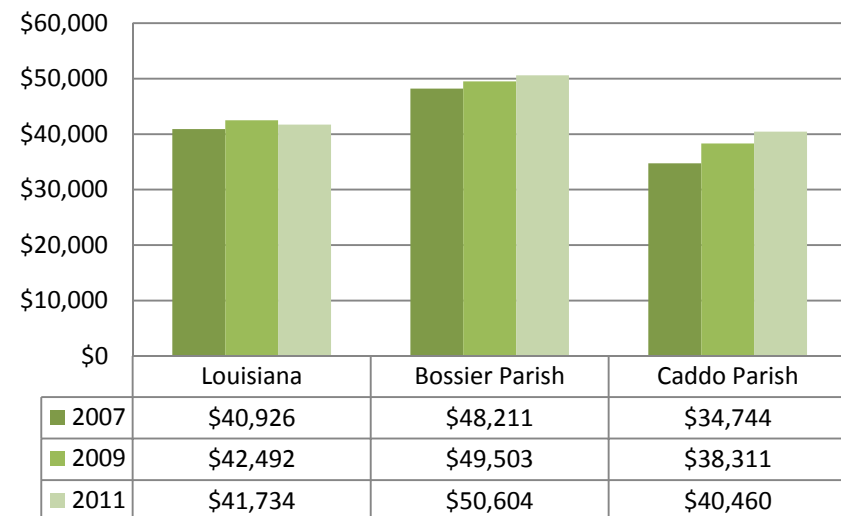
Poverty Status and Income

- More than 20% of residents in Louisiana and Caddo are living in poverty.
- Caddo also has a lower median household income (\$40,460) than Bossier (\$50,604) and Louisiana (\$41,734).

Percent of People in Poverty



Median Household Income

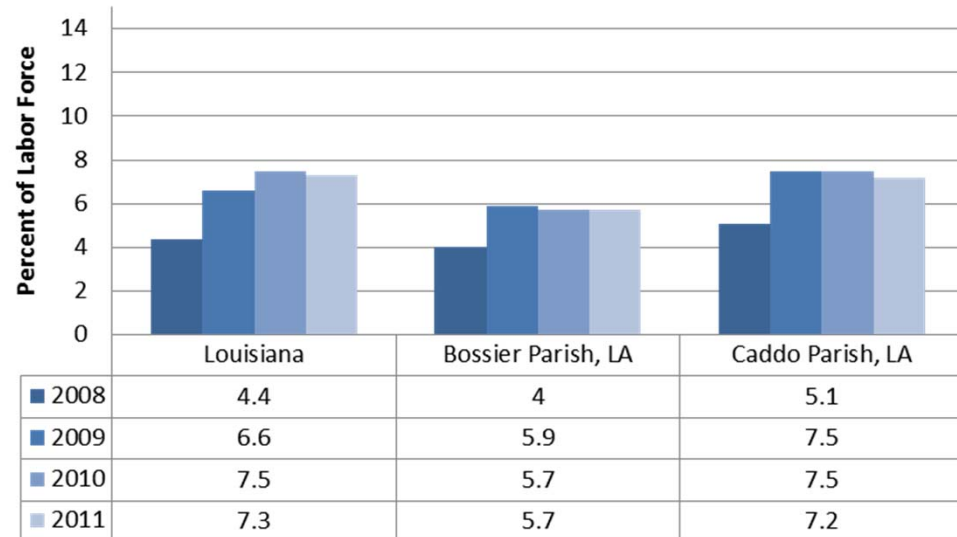


Source: US Census Bureau Data 2007, 2009 and 2011 (accessed December 28, 2013); The Annie E. Casey Foundation, The Kids Count Data Center (accessed January 7, 2013)

Unemployment

- In 2011, Louisiana ranked 16th in the country (1 being the best) in unemployment rates.
- As of 2011, Bossier's unemployment rate is 5.7%, compared to 7.2% in Caddo and 7.3% statewide.

Unemployment Annual Averages

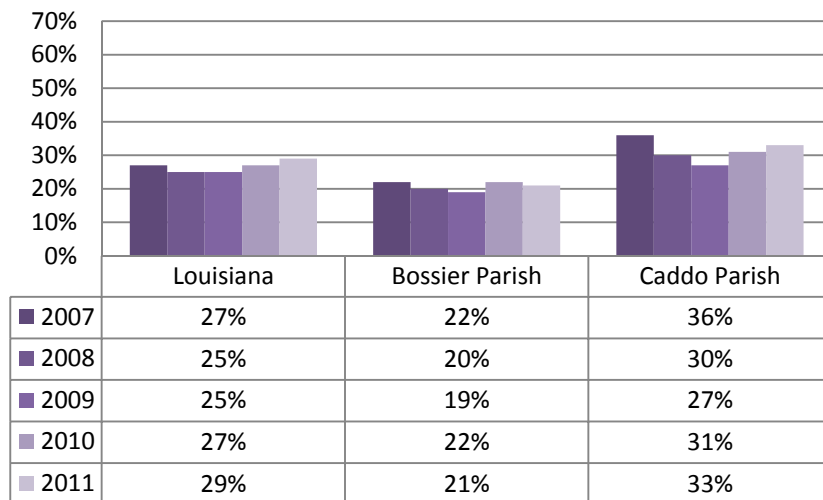


Source: Bureau of Labor Statistics, Local Area Unemployment Statistics (accessed August 27, 2012)

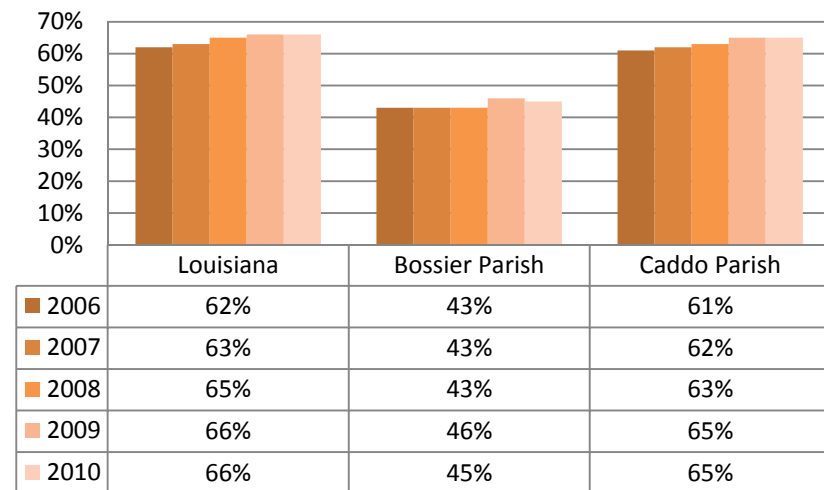
Children in the Study Area

- 33% of children in Caddo are living in poverty, compared to 21% in Bossier and 29% in Louisiana.
- 65% of public school students in Caddo are eligible for free or reduced price lunch. This percentage has been increasing since 2006.

Percentage of Children in Poverty



Public School Students Eligible to Receive Free or Reduced Lunch



Source: The Annie E. Casey Foundation, The Kids Count Data Center (accessed January 7, 2013)

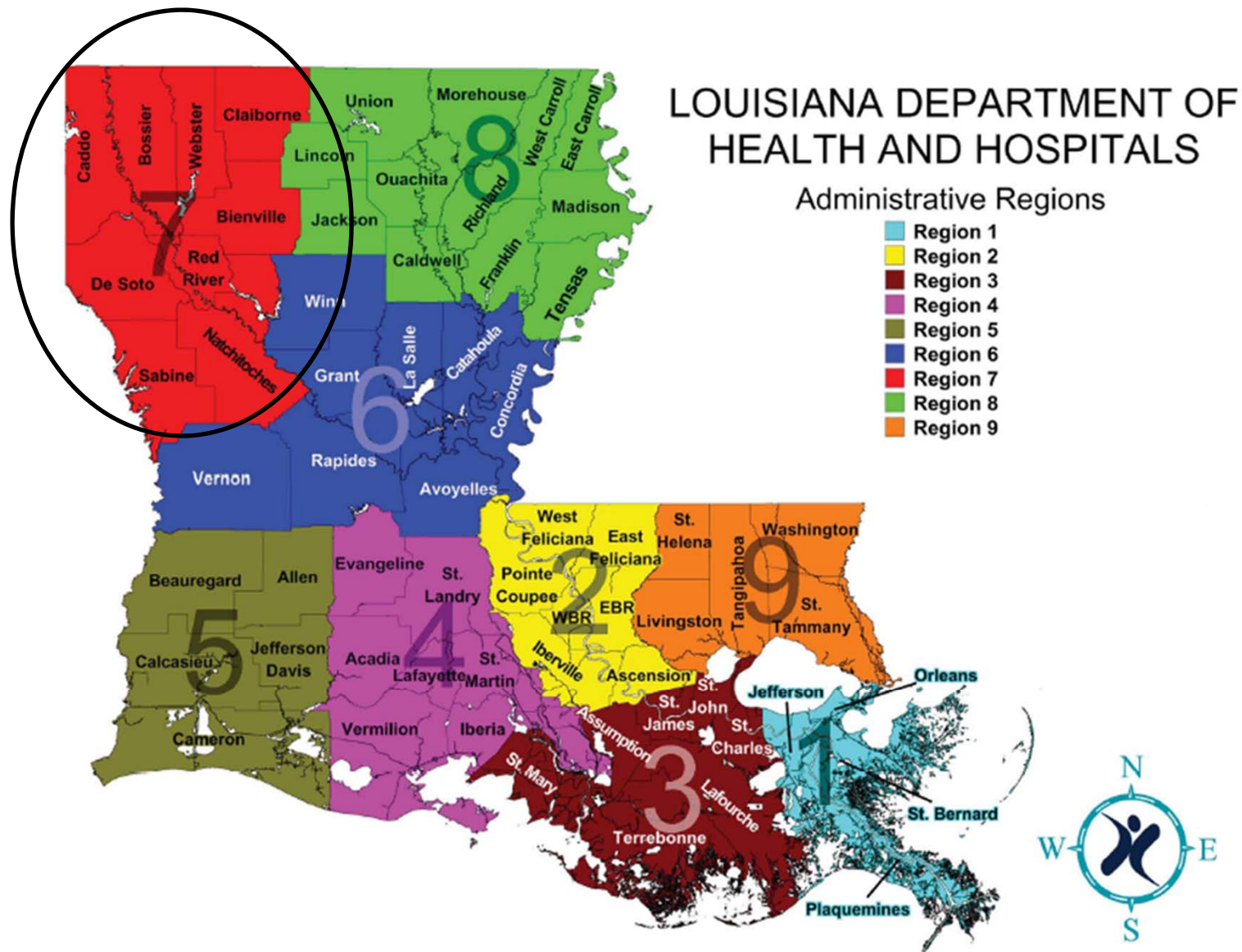


HEALTH DATA OVERVIEW



Data Methodology

- The following information outlines specific health data:
 - Natality
 - Mortality
 - Chronic Disease and Conditions
 - Health Behaviors
 - Mental Health
 - Healthcare Access
- Data Sources include, but are not limited to:
 - Louisiana Department of Health and Hospitals
 - The Behavioral Risk Factor Surveillance System (BRFSS)
 - F as in Fat Report: How Obesity Threatens America's Future 2012
 - United States Census Bureau
 - The Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute
- Data Levels: Nationwide, state, region and county level data



Source: Louisiana Department of Health and Hospitals (accessed January 31, 2013)

County Health Rankings

- The County Health Rankings rank 64 parishes in Louisiana (1 being the best, 64 being the worst).
- Various factors go into these rankings. For example, the physical environment ranking is based on air pollution, access to recreational facilities, limited access to healthy food indicators and number of fast food restaurants.

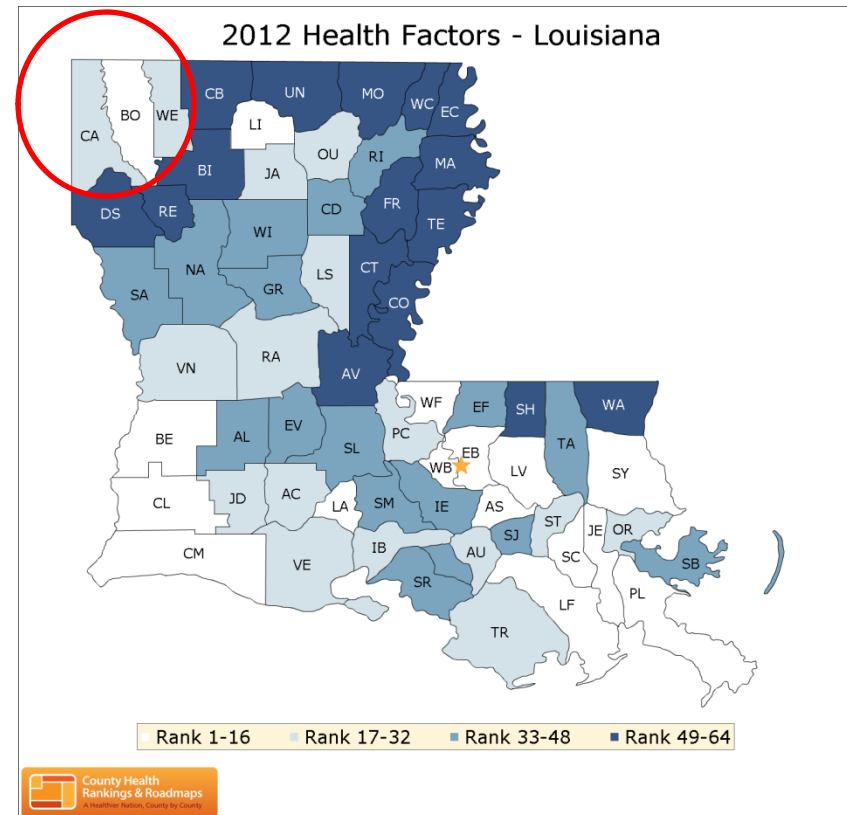
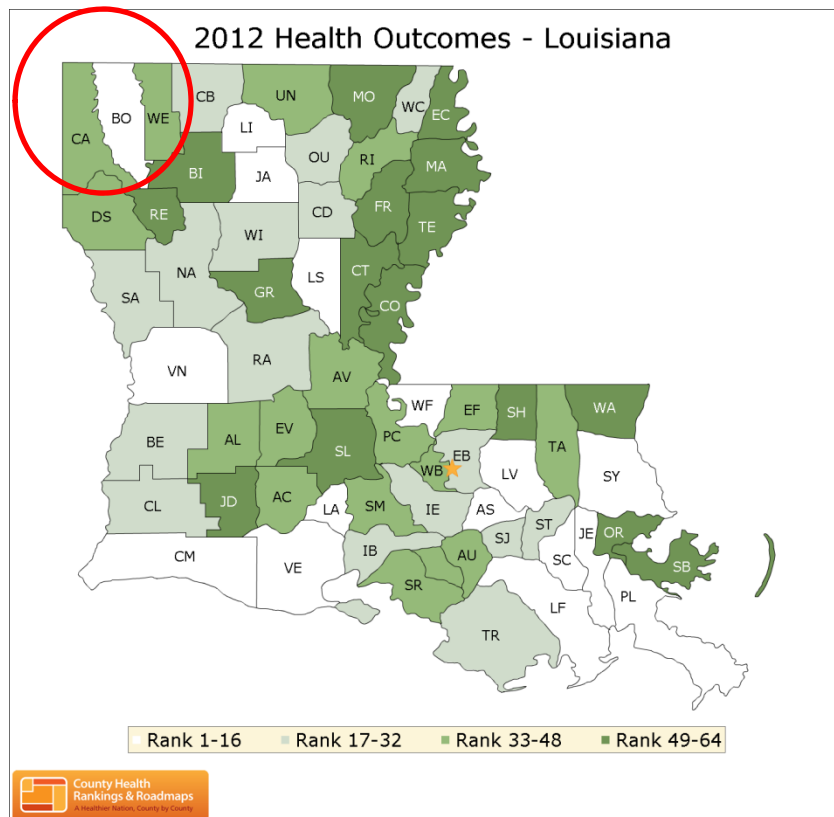
2012 County Health Rankings	Caddo Parish	Bossier Parish
Health Outcomes	37	5
MORTALITY	40	2
MORBIDITY	36	16
Health Factors	19	11
HEALTH BEHAVIORS	16	22
CLINICAL CARE	2	12
SOCIAL & ECONOMIC FACTORS	40	11
PHYSICAL ENVIRONMENT	57	44

Source: The Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute (www.countyhealthrankings.org)

Note: "-" indicates that data was not available or not calculated.

County Health Rankings

(Continued)



Source: The Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute (www.countyhealthrankings.org) (accessed January 19th, 2013)



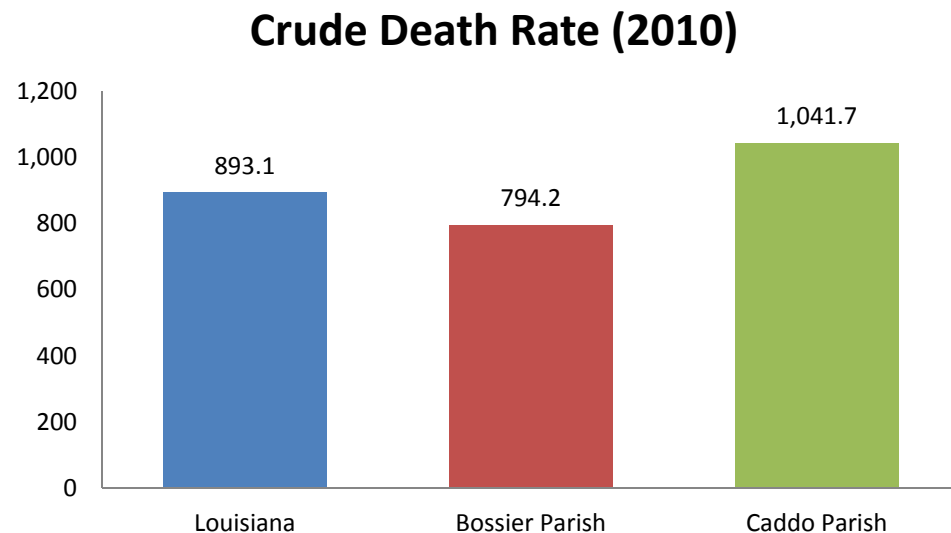
Mortality Summary

- Because age-adjusted rates are not available for the causes of death in Louisiana and its respective parishes, it is difficult to draw definitive conclusions about the most significant causes of death in the community served by Willis-Knighton.
- Crude death rates indicate that chronic lower respiratory diseases may be a concern in the study area, as well as cancer, accidents and heart disease in Caddo Parish. Note that as of 2010, Caddo Parish had a slightly higher percentage of older residents, which may contribute to the increased death rates for these conditions.
- However, this assessment does utilize reliable data regarding deaths by cancer type by looking at a combined rate (2005-2009), provided by the CDC.
 - Caddo Parish has high rates of breast, colon & rectum and prostate cancer.
 - Bossier has a high rate of lung & bronchus cancer compared to Louisiana, Caddo and the United States.

Mortality

(Crude Death Rate)













- Caddo has a much higher crude death rate than Louisiana, while Bossier's rate is lower than the state.



Source: Louisiana Department of Health and Hospitals Center of State Registrar and Vital Records, Death Data 2010 (accessed January 22, 2013)
Note: Crude rates per 100,000

Mortality

(Causes of Death 2010)

Cause of Death 2010	Bossier Parish	Caddo Parish	Louisiana
Disease of Heart	 184.6	 229	225.7
Malignant Neoplasms	 169.3	 243.2	202.4
Cerebrovascular Diseases	 29.1	 37.3	43.5
Accidents	 40.2	 42.4	43.1
Chronic Lower Respiratory Diseases	 59.8	 73.7	42.6
All Deaths	 794.2	 1,041.7	893.1

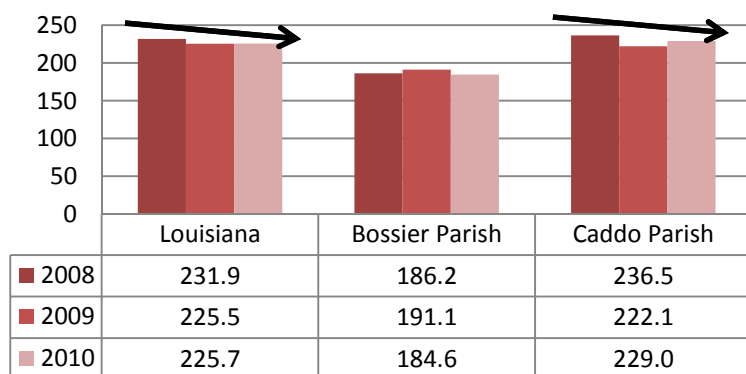
Red indicates that the rate is higher than the state's rate.

Green indicates that the rate is lower than the state's rate.

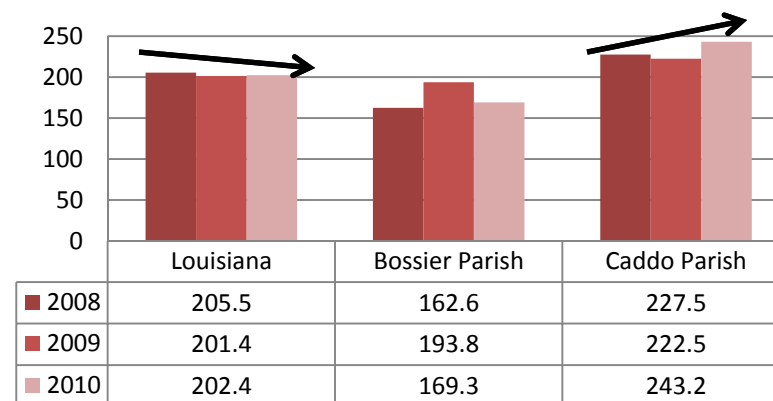
Mortality

(Crude Death Rates)

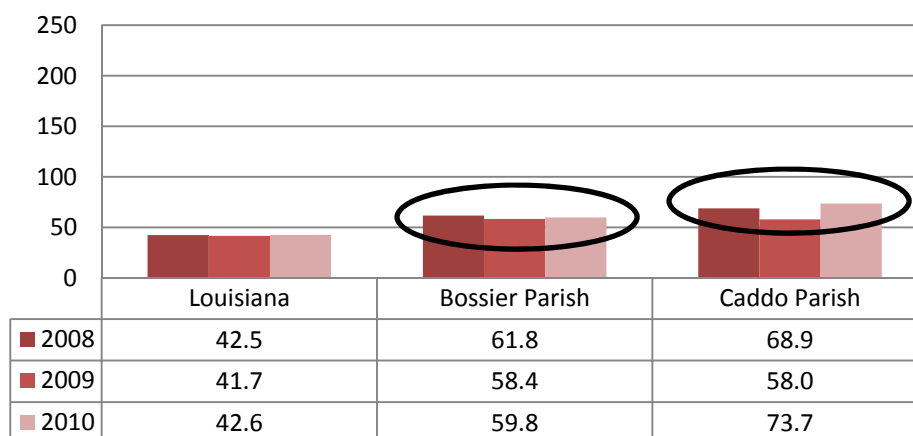
Heart Disease



Cancer



Chronic Lower Respiratory Diseases



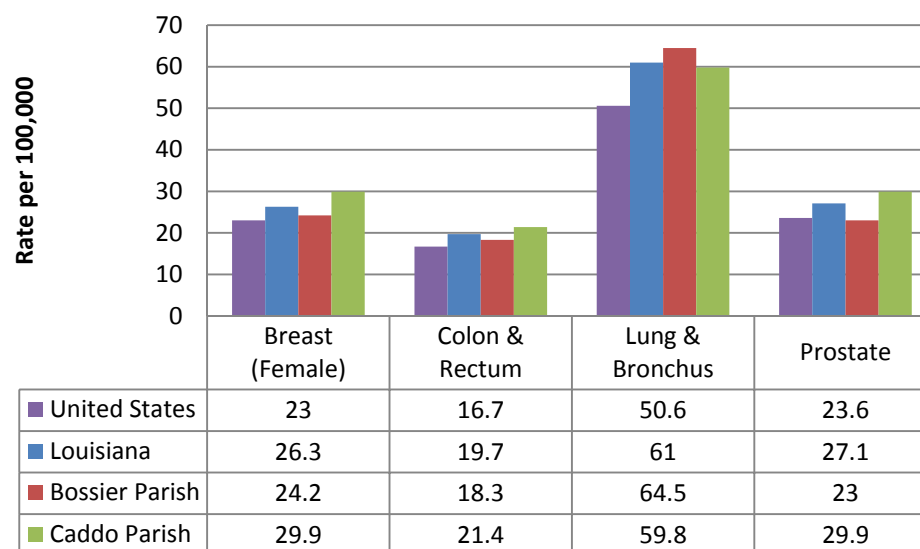
Source: Louisiana Department of Health and Hospitals Center of State Registrar and Vital Records, Death Data 2008 - 2010 (accessed January 22, 2013)
 Note: Crude rates per 100,000

Mortality

(Cancer Deaths)

- Caddo has higher rates of all four cancer deaths than the United States and higher breast, colon & rectum and prostate cancer deaths than Louisiana.
- Bossier has a higher lung & bronchus cancer death rate than Caddo, Louisiana and the United States. It also has higher breast, colon & rectum and lung & bronchus cancer death rates than the United States.

Cancer Deaths by Type (2005-2009)



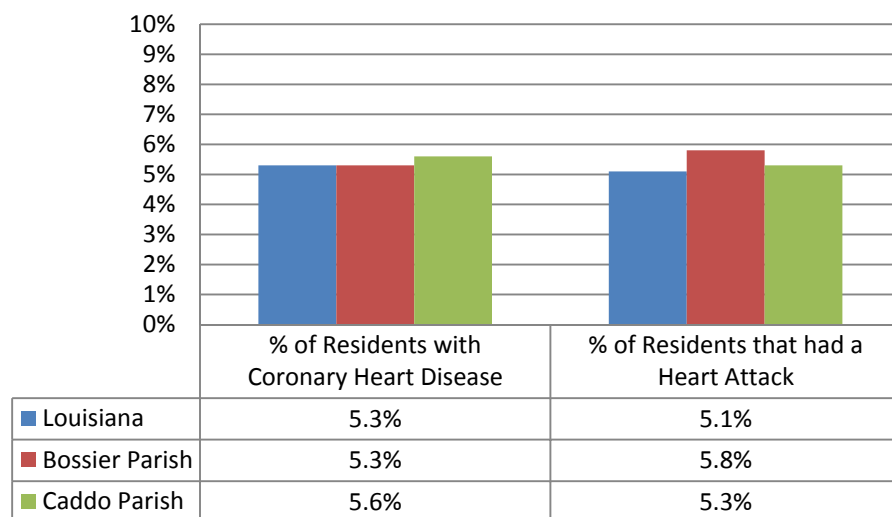
Source: National Cancer Institute, State Cancer Profiles (accessed January 22, 2013)
 Note: Rates are age-adjusted to the 2000 standard population; rates per 100,000 population

Chronic Conditions

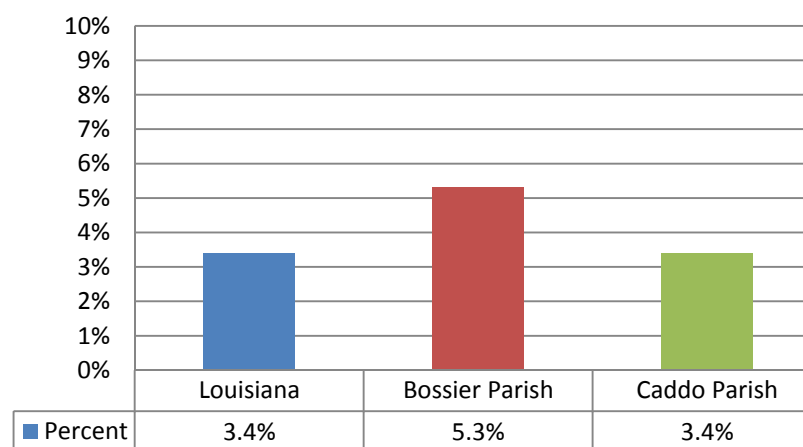
(Stroke and Heart Health)

- More than 5 percent of respondents in Bossier, Caddo and Louisiana report that they have coronary heart disease or have had a heart attack.
- More than 5% of respondents in Bossier, compared to around 3% in Caddo and Louisiana, report that they have had a stroke.

Heart Health (2008-2010)



Percent of Residents that had a Stroke (2008-2010)



Sources: Louisiana Department of Health and Hospitals 2008-2010 BRFSS data (accessed January 31, 2013)

% of Residents with Coronary Heart Disease: Respondents ever told by a doctor, nurse, or other health professional that they had angina or coronary heart disease

% of Residents that had a Heart Attack: Respondents ever told by a doctor, nurse, or other health professional that they had a heart attack, also called a myocardial infarction

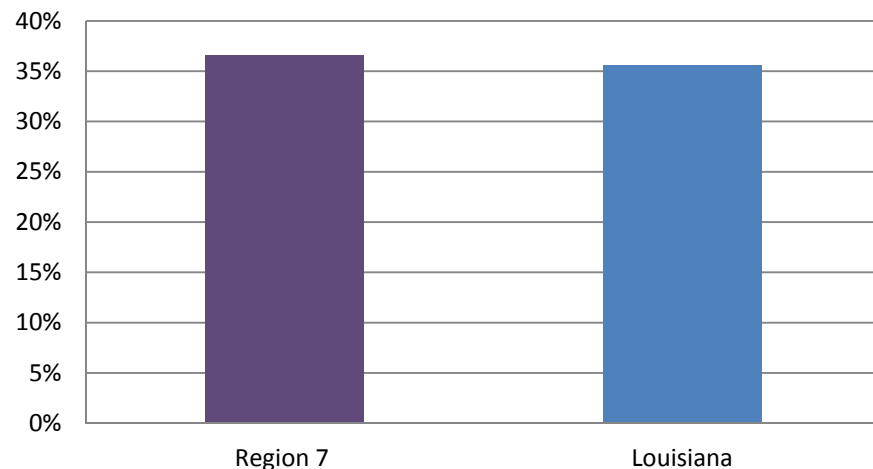
% of Residents that had a Stroke: Respondents ever told by a doctor, nurse, or other health professional that they had a stroke

Chronic Conditions

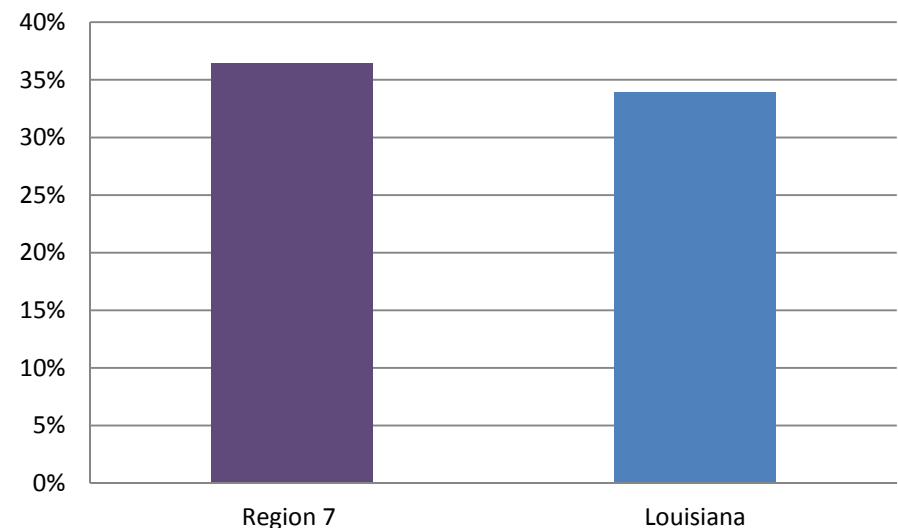
(High Blood Pressure and Obesity)

- In 2011, Louisiana's obesity rate exceeded 33% (33.4%), ranking the state second in the country with regard to obesity (1 being the most obese).
- According to the 2011 Youth Risk Behavior Survey, 16.1% of Louisiana high school students are obese and 19.5% are overweight.
- As of 2009, Region 7's obesity rate is 36.4% and its high blood pressure rate is 36.6%
- Region 7 ranks 3rd highest out of 9 (1 being the highest) regions in Louisiana for both high blood pressure and obesity rates.

Percentage of People with High Blood Pressure (2009)



Percentage of Obese* Adults (2009)



Sources: F as in Fat: How Obesity Threatens America's Future 2012 (accessed January 18, 2013 / Published September 2012); Source: Louisiana Department of Health and Hospitals 2009 BRFSS Report (accessed January 14, 2013)

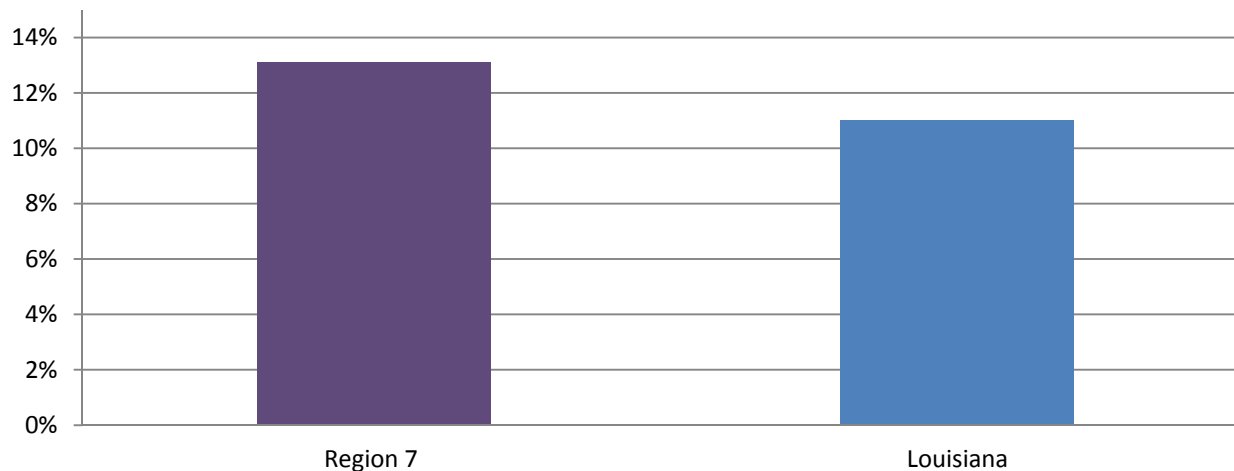
*Obese : The proportion of Louisiana adults with BMI greater than or equal to 30.0

Chronic Conditions

(Diabetes)

- Louisiana ranks 4th in the country (11.8%) in terms of diabetes among adults, with 1 being the highest prevalence and 51 being the lowest.
- As of 2009, 13.1% of residents in Region 7 have been diagnosed with diabetes.
- Region 7 ranks 2nd highest out of 9 regions (1 being the highest) in Louisiana for percentage of people diagnosed with diabetes.

**Percentage of People Diagnosed with Diabetes*
(2009)**



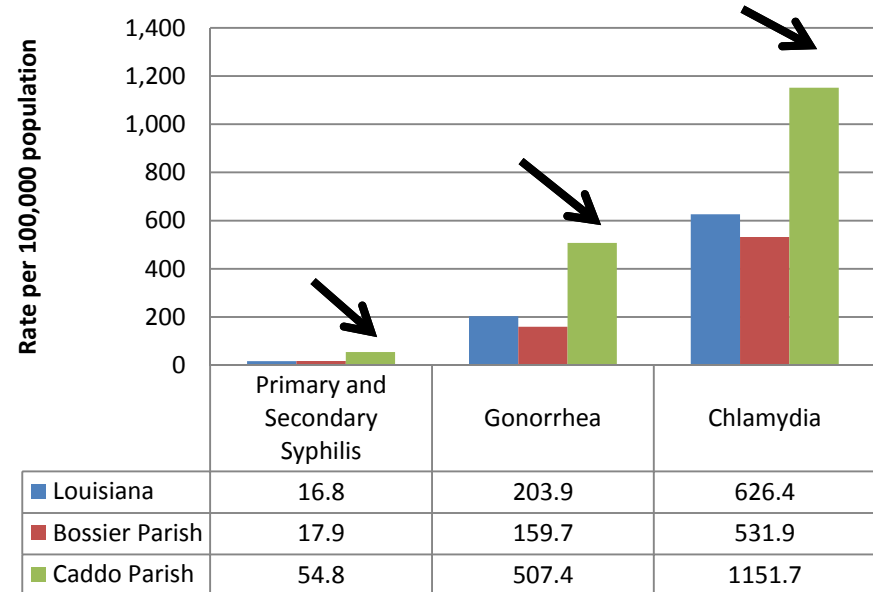
Sources: F as in Fat: How Obesity Threatens America's Future 2012 (accessed January 18, 2013 / Published September 2012); Source: Louisiana Department of Health and Hospitals 2009 BRFSS Report (accessed January 14, 2013)

*The proportion of Louisiana adults who reported being diagnosed with diabetes (pregnancy excluded).

Communicable Diseases

- Caddo Parish has much higher rates of communicable diseases than Bossier and Louisiana, including primary and secondary syphilis, gonorrhea and chlamydia.

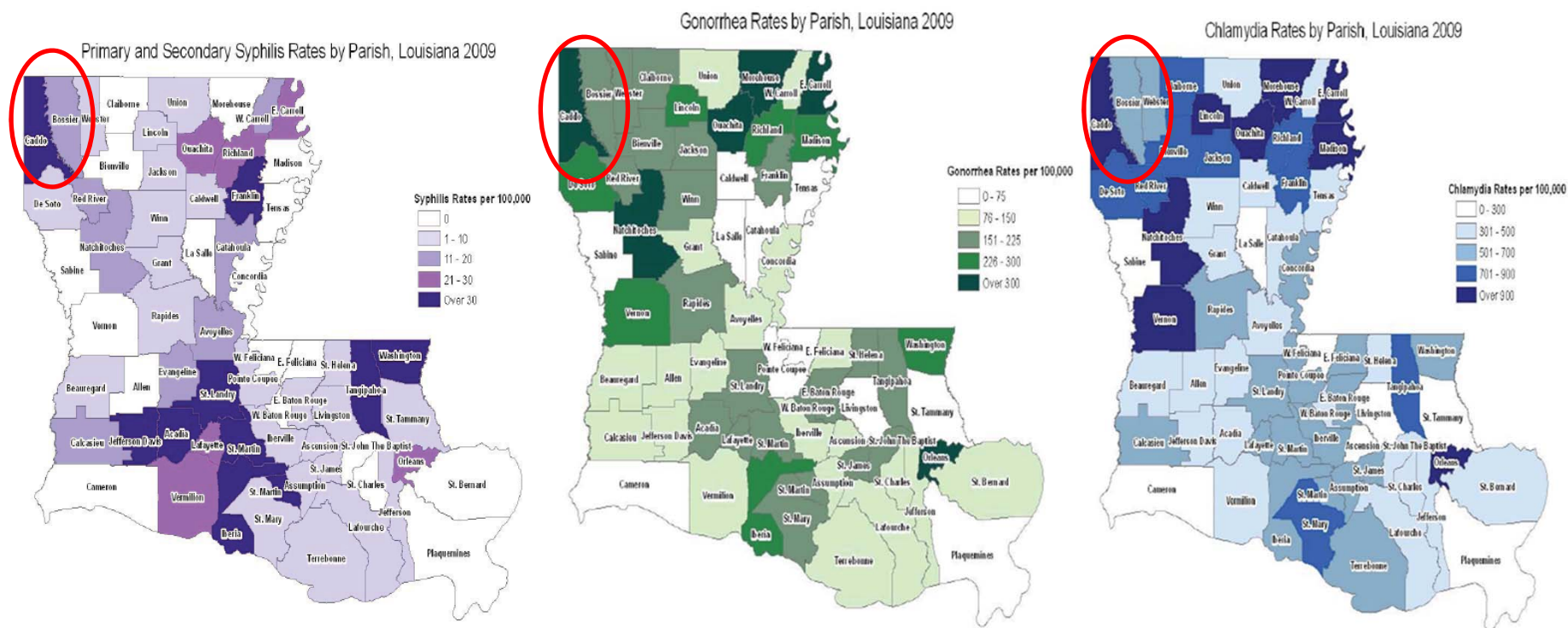
**Communicable Disease Rates 2009
(per 100,000 population)**



Source: Louisiana Department of Health and Hospitals, Health Report Card 2010 (utilizing data from the office of Public Health, STD Control Program 2009 (accessed November 16, 2012))
Note: 2008 population estimate used in rate calculation.

Communicable Diseases

(Syphilis, Chlamydia and Gonorrhea)



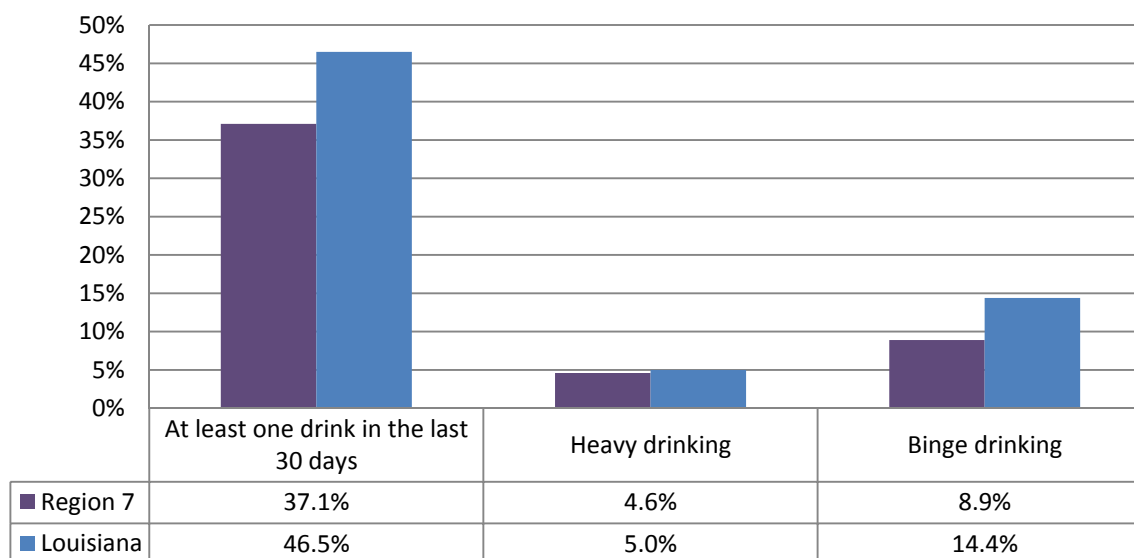
Source: Louisiana Department of Health and Hospitals, Health Report Card 2010 (utilizing data from the office of Public Health, STD Control Program 2009 (accessed November 16, 2012))
 Note: 2008 population estimate used in rate calculation.

Health Behaviors

(Alcohol Use)

- As of 2009, 37.1% of residents in Region 7 have had at least one drink in the last 30 days, 4.6% report heavy drinking and 8.9% report binge drinking.
- Region 7 ranks 4th highest out of 9 regions (1 having the highest percentage) for heavy drinking, and has lower alcohol use rate than the state.

Alcohol Use (2009)



Source: Louisiana Department of Health and Hospitals 2009 BRFSS Report (accessed January 14, 2013)

At least one drink in the last 30 days: The proportion of Louisiana adults who reported consuming at least one drink in last 30 days

Heavy drinking: The proportion of Louisiana adults who reported consuming two or more drinks per day for men and one or more for women

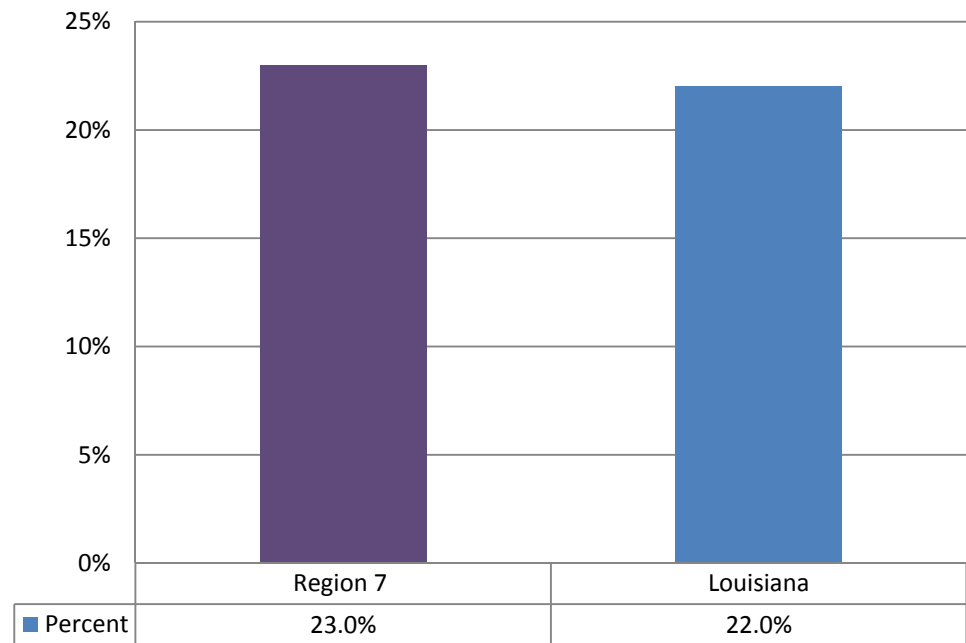
Binge drinking: The proportion of Louisiana adults who reported consuming five or more drinks for men and four or more drinks for women per occasion at least once in the previous month.

Health Behaviors

(Tobacco Use)

- As of 2009, 23% of residents in Region 7 identify as “current smokers.”
- Region 7 has the 4th highest percentage of smokers out of 9 regions in Louisiana.
- Region 7’s percentage of current smokers is 1 percentage point higher than the state.

Percentage of Smokers* (2009)



Source: Louisiana Department of Health and Hospitals 2009 BRFSS Report (accessed January 14, 2013)

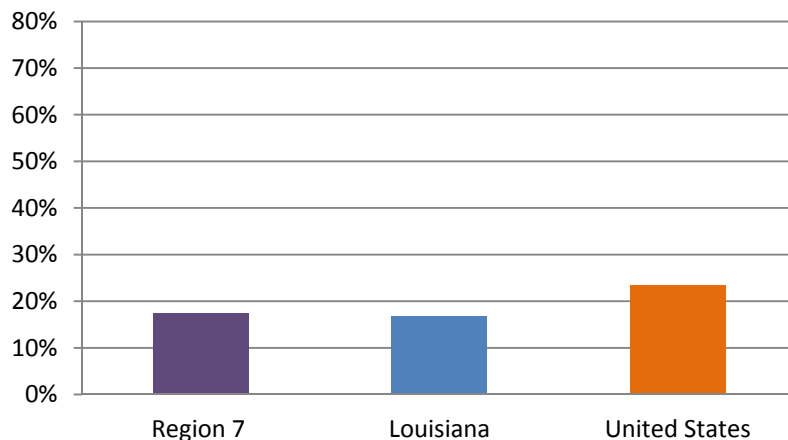
*Proportion of respondents who indicated they were current smokers.

Health Behaviors

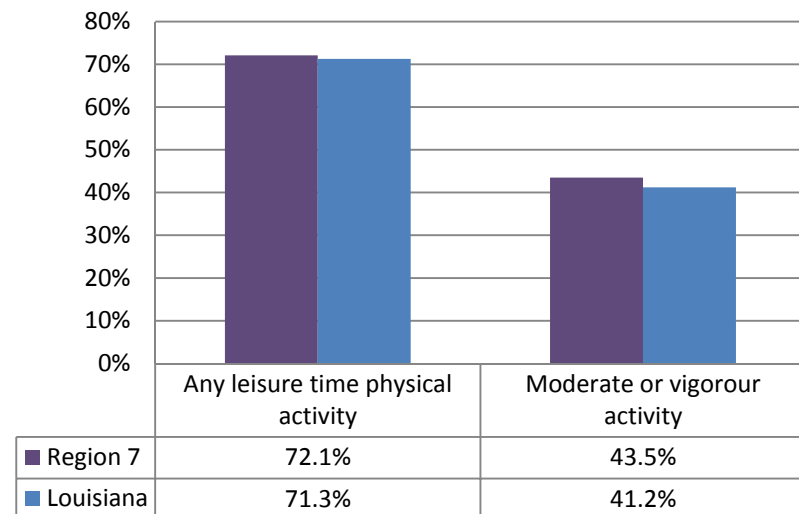
(Physical Activity and Nutrition)

- Only 17.5% of residents in Region 7 consume an adequate amount of fruits and vegetables.
- Region 7 ranks 4th highest out of 9 regions (1 represents the most) for the number of residents consuming an adequate number of fruits and vegetables.
- As of 2009, 72.1% of residents in Region 7 report participating in some leisure time physical activity and 43.5% report engaging in moderate or vigorous physical activity.
- Region 7 ranks in the top 3 out of 9 regions (1 represents the most) for engaging in both leisure time and moderate/vigorous physical activity.

Consumes Adequate Fruits and Vegetables (2009)



Physical Activity (2009)



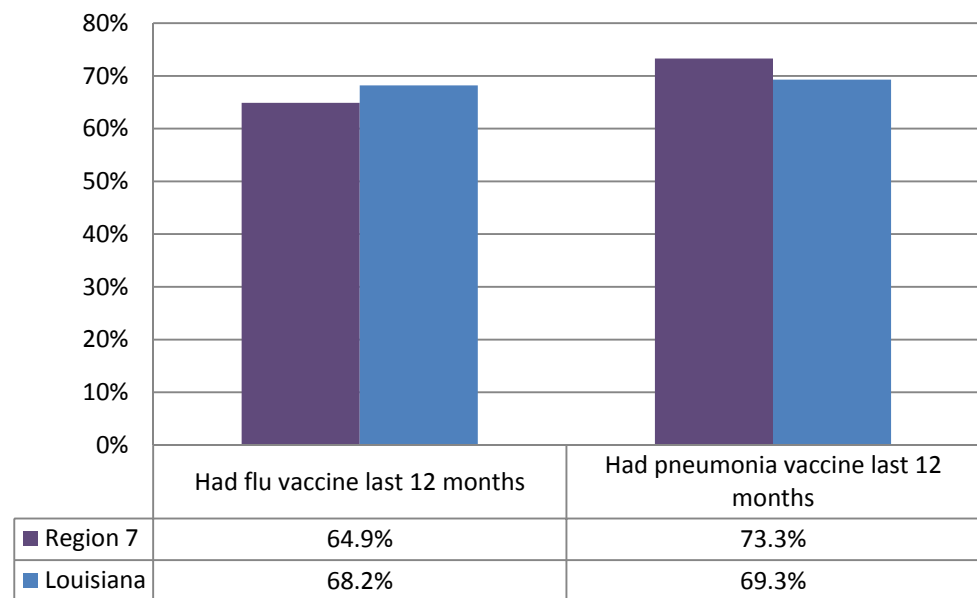
Source: Louisiana Department of Health and Hospitals 2009 BRFSS Report (accessed January 14, 2013)
 Adequate : proportion of Louisiana adults who reported eating five or more servings of fruit and vegetables
 Leisure activity: any leisure time physical activity.
 Moderate or vigorous: 30 or more minutes of moderate activity on five or more days or vigorous

Health Behaviors

(Flu Shot and Pneumonia Vaccine - Elderly)

- As of 2009, nearly 65% (64.9%) of residents over age 65 in Region 7 report getting the flu vaccine in the past 12 months and 73.3% report getting the pneumonia vaccine.
- Region 7 ranks 8th out of 9 regions (1 being the highest) for the percent of individuals 65 and over receiving the flu vaccine, and 3rd out of 9 for the pneumonia vaccine.

Immunizations, 65 and Over (2009)



Source: Louisiana Department of Health and Hospitals 2009 BRFSS Report (accessed January 14, 2013)

Flu Vaccine: Among Louisiana adults aged 65 or older, the proportion who reported that they had a flu vaccine, either by injecting in the arm or spraying in the nose during the past year.

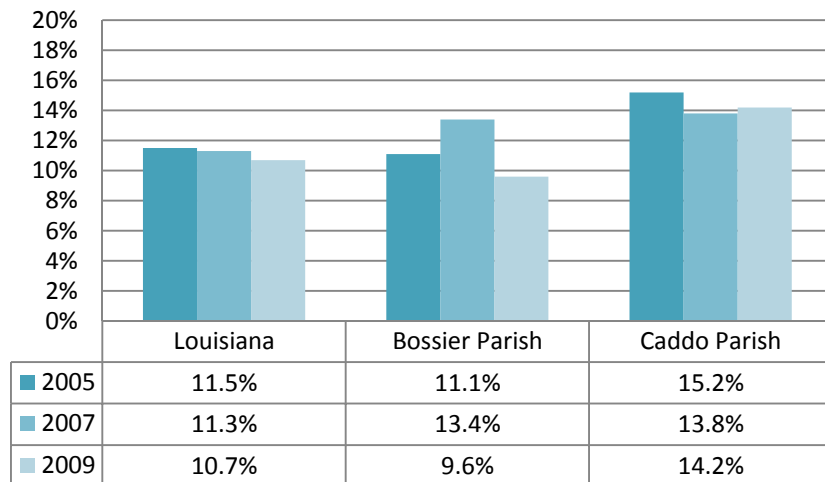
Pneumonia Vaccine: Among Louisiana adults aged 65 or older, the proportion who reported that they ever had a pneumonia vaccine.

Natality and Maternal Health

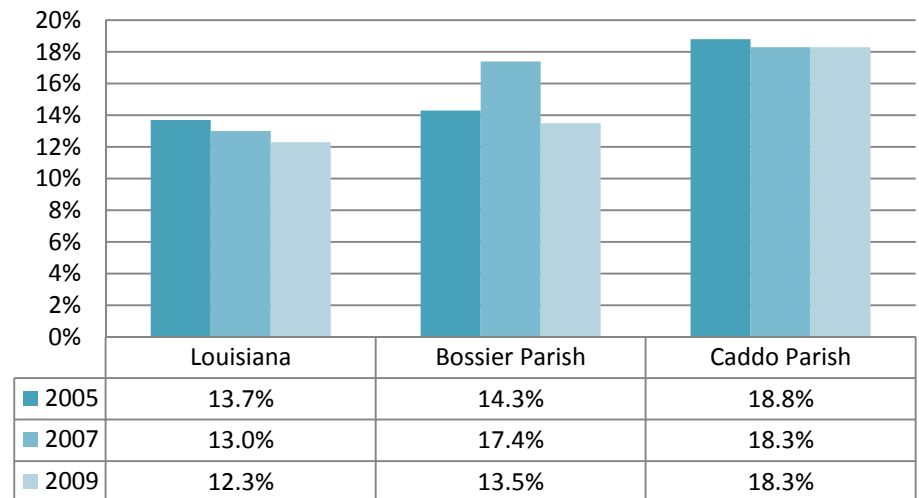
(Low birth weight and Pre-term births)

- Caddo has a higher percentage of both low birth weight and pre-term births than Bossier and the state. As of 2009, 14.2% of births are low birth weight and 18.3% are pre-term.

Low Birth Weight Babies



Pre-term Births



Source: The Annie E. Casey Foundation, The Kids Count Data Center (accessed January 7, 2013)

Low Birth Weight Births: Number of live births with birth weight less than 2,500 grams (or 5 pounds, 8 ounces) per 100 live births

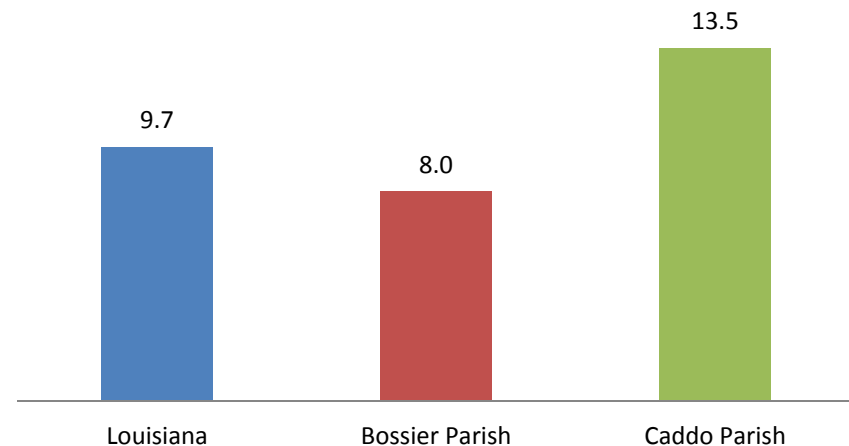
Preterm Births: Number of live births with gestation age less than 37 weeks per 100 births.

Natality and Maternal Health

(Fetal and Infant Mortality)

- Caddo has a much higher infant mortality rate (13.5 per 1,000) than both Bossier (8 per 1,000) and Louisiana (9.7 per 1,000).

**2004-2008 Infant Mortality Rate
(per 1,000 live births)**



Source: The Annie E. Casey Foundation, The Kids Count Data Center (accessed January 7, 2013)

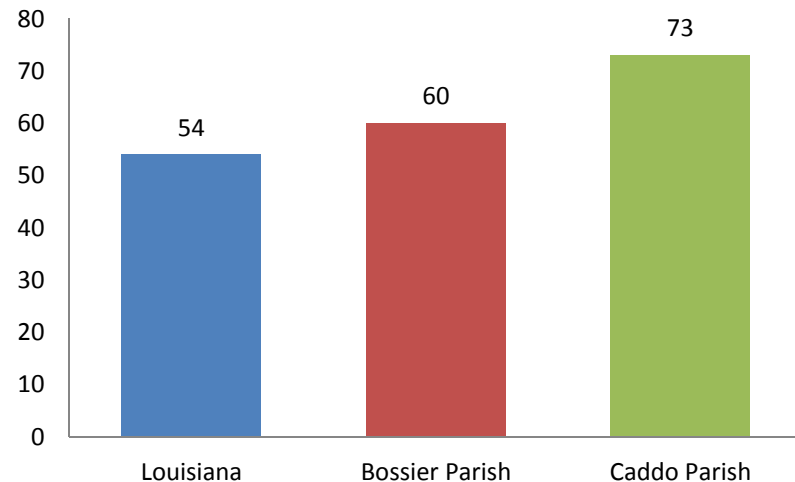
Infant Mortality Rate: Number of deaths among children under one year of age per 1,000 live births during the reporting period.

Natality and Maternal Health

(Teen Birth Rate)

- Caddo has a much higher teen birth rate (73 per 1,000) than both Bossier (60 per 1,000) and Louisiana (54 per 1,000).

2008 Teen Birth Rates Per 1,000 Women (15-19 years)



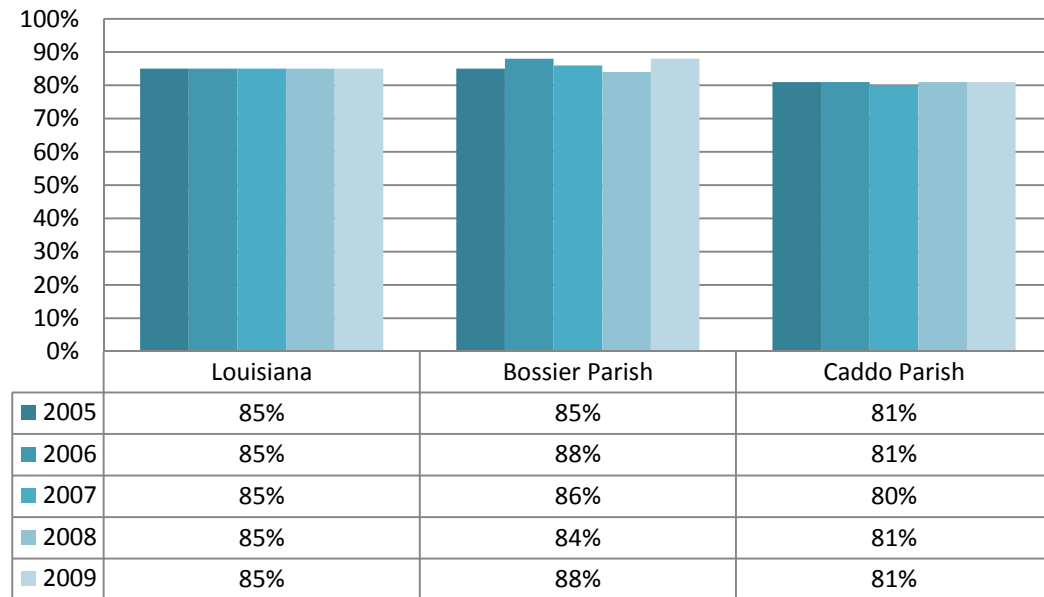
Source: Louisiana Department of Health and Hospitals, 2010 Health Report Card (utilizing data from the Center for Records and Statistics Bridged-Race Population Estimates [2008]) (accessed January 31, 2013)

Natality and Maternal Health

(Prenatal Care)

- 85% of women in Louisiana receive adequate prenatal care, compared to 88% in Bossier and 81% in Caddo.

Percentage of Women Receiving Adequate Prenatal Care

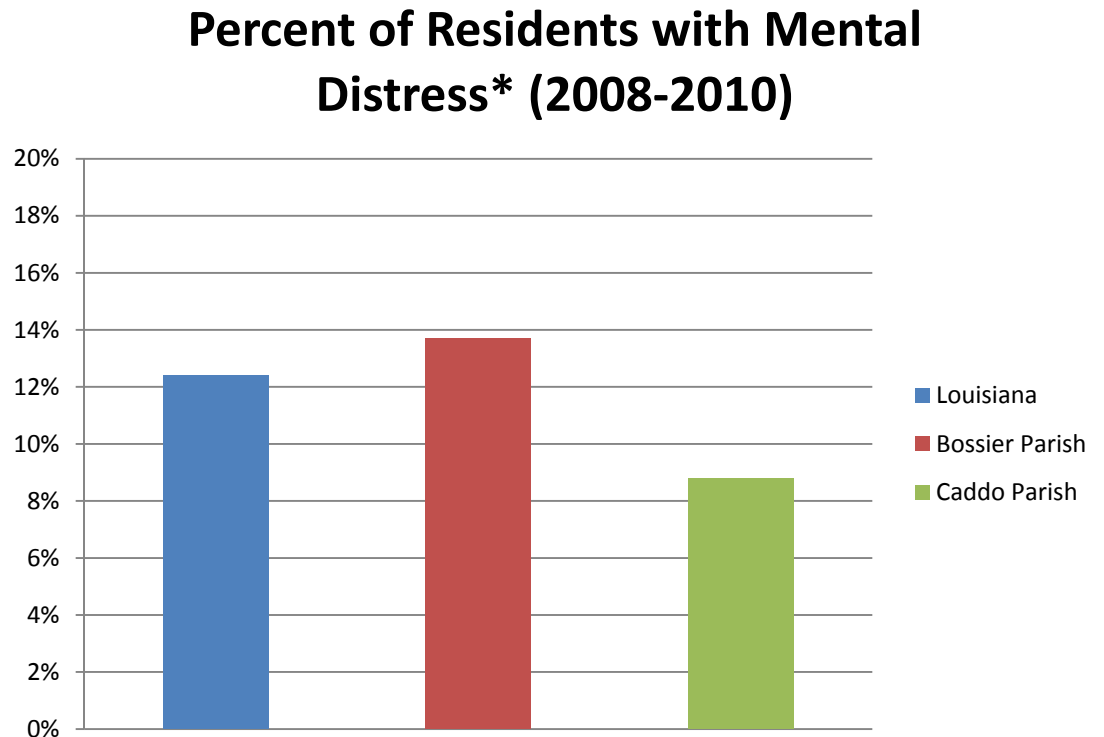


Source: The Annie E. Casey Foundation, The Kids Count Data Center (accessed January 7, 2013)

Mental Health

(Mental Distress)

- A higher percentage of residents in Bossier Parish report mental distress than in Caddo or Louisiana.
 - Louisiana: 12.4%
 - Bossier: 13.7%
 - Caddo: 8.8%



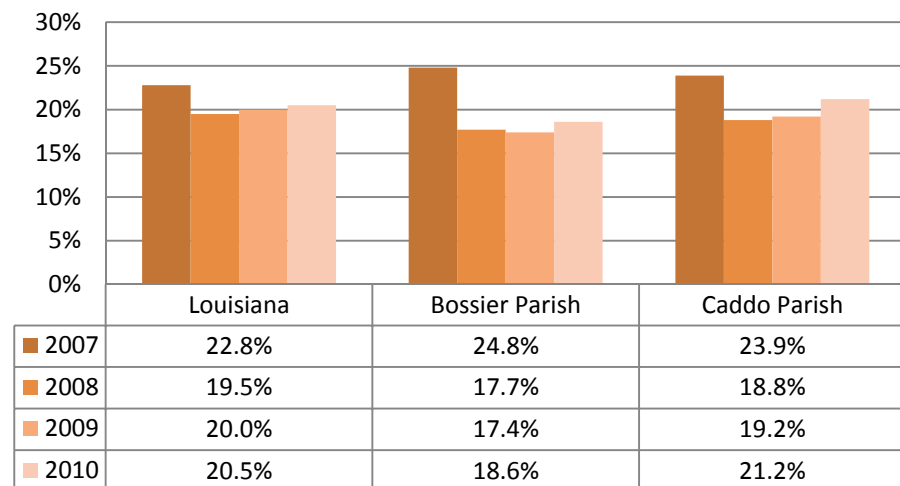
Source: Louisiana Department of Health and Hospitals 2008-2010 BRFSS data (accessed January 31, 2013)
Mental Distress: Respondents who reported having 15 or more days within the month of having problems dealing with stress

Healthcare Access

(Uninsured)

- Overall, the uninsured percentages in the study area have decreased since 2007, but have consistently increased each year since 2008.

Uninsured Percentages



Source: U.S. Census Bureau, Small Area Health Insurance Estimates (accessed January 18, 2013)

Healthcare Access

(Health Professional Shortage Areas – As of January 22, 2013)

- Health Professional Shortage Areas (HPSAs), designated by the Health Resources and Services Administration (HRSA), are geographic areas, facilities or demographic groups that do not have enough health care providers to meet their health needs.

Primary Care	Dental Care	Mental Health Care
<ul style="list-style-type: none">• Low Income – Bossier• Low Income – Caddo• David Raines Community Health Center – Caddo	<ul style="list-style-type: none">• None – Bossier• Low Income - Caddo• David Raines Community Health Center – Caddo	<ul style="list-style-type: none">• Bossier Parish – Single Parish• David Raines Community Health Center – Caddo

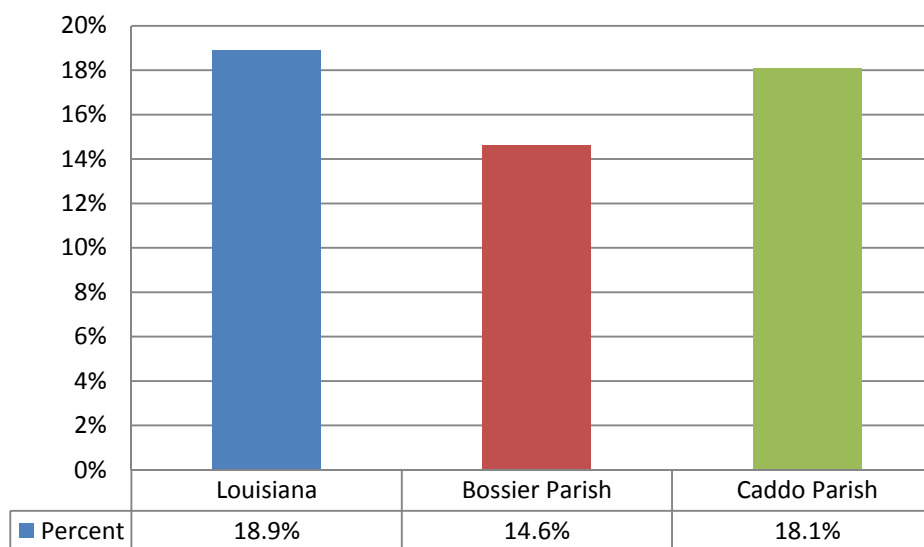
Source: Health Resources and Services Administration; <http://hpsafind.hrsa.gov/HPSASearch.aspx> (accessed January 22, 2013)

Healthcare Access

(Medical Cost Barriers)

- 14.6% of residents in Bossier and 18.1% of residents in Caddo report they cannot afford any kind of health coverage, including health insurance, prepaid plans such as HMOs, or government plans such as Medicare.

Percent of Residents that Could Not Afford Medical Service (2008-2010)



Source: Louisiana Department of Health and Hospitals 2008-2010 BRFSS Data (accessed January 16, 2013)

Note: Respondents who said they cannot afford any kind of health care coverage, including health insurance, prepaid plans such as HMOs, or government plans such as Medicare.



PHONE INTERVIEW FINDINGS



Overview

- Conducted 17 interviews with the three groups outlined in IRS Notice 2011-52
- Discussed the health needs of the community, access issues, barriers and issues related to specific populations
- Gathered background information, including credentials, on each interviewee

Source: Willis-Knighton Health System Community Health Needs Assessment Interviews conducted by CHC Consulting; November 15, 2012 – January 3, 2013



Interviewee Information

- Sherri Buffington, State Senator District 38 (Caddo and Desoto Parish); Vice Chair, Health & Welfare
- Barrow Peacock, State Senator District 37 (Shreveport and Bossier Parish), Labor & Industrial Relations Committee, Retirement Committee
- Willie Bradford, Willis-Knighton Director of Project NeighborHealth
- Martha Marak, Director of the Food Bank of Northwest Louisiana
- Dr. Dan Moller, CMO – Willis-Knighton Health System
- Dr. Anil Nanda, Neurosurgeon - LSU Health-Shreveport
- Dr. Charles Powers, CMO – Willis-Knighton Bossier Hospital
- Ron Webb, City Councilman, District E – City of Shreveport

Source: Willis-Knighton Health System Community Health Needs Assessment Interviews conducted by CHC Consulting; November 15, 2012 – January 3, 2013



Interviewee Information

(Continued)

- Dr. Martha Whyte, Director - Department of Public Health Region 7
- Bridget Causey, RN, BSN, Nursing Supervisor, Caddo Parish Public Schools
- Willie White, CEO of David Raines Community Health Centers
- Dr. John Miciotto, Retired OB/GYN, Bossier Parish Resident, formerly Medical Director, Northwest Louisiana Dept. of Health
- Anthony Martin, Director – Willis-Knighton Home Health / Hospice
- Tim Wilcox, Director – Willis-Knighton Behavioral Health
- C.O. Simpkins, Sr., DDS – Community Leader, Ex-City Councilman
- Bruce Wilson, Director - United Way of Northwest Louisiana
- Dr. Phillip Rozeman, Cardiologist, Community Leader

Source: Willis-Knighton Health System Community Health Needs Assessment Interviews conducted by CHC Consulting; November 15, 2012 – January 3, 2013

Areas Served by Organizations

Organization	Areas Served
State of Louisiana, District 38	Caddo and Desoto Parishes
State of Louisiana, District 37	Bossier Parish and Shreveport
Willis-Knighton Health System, Home Health/Hospice, Behavioral Health, Project NeighborHealth	Bossier and Caddo Parishes
Food Bank of Northwest Louisiana	7 Parish Area including Bossier and Caddo Parishes
LSU Health-Shreveport	Shreveport
Willis-Knighton Bossier Hospital	Bossier Parish
Department of Public Health Region 7	Bienville, Bossier, Caddo, Claiborne, De Soto, Red River, Sabine, Webster Parishes
Caddo Parish Public Schools	Caddo Parish
David Raines Community Health Centers	Bossier, Gilliam, Minden and Haynesville Parishes and Shreveport
Northwest Louisiana Dept. of Health	Bienville, Bossier, Caddo, Claiborne, Desoto, Natchitoches, Red River, Sabine and Webster Parishes
United Way of Northwest Louisiana	Bossier, Caddo and surrounding NW Louisiana area

- The parishes primarily served by the interviewees' organizations are broken out in the chart to the left. Several of the organizations serve community members / patients in multiple parishes.

Source: Willis-Knighton Health System Community Health Needs Assessment Interviews conducted by CHC Consulting; November 15, 2012 – January 3, 2013



Community Need Summary

- Interviewees discussed the following as the most significant health issues:
 - Access to affordable healthcare due to federal legislation and budget cuts
 - Access to additional providers and after hours urgent care
 - Access to mental health services
 - Patient education and preventive care
 - Fragmented continuum of care
 - Unhealthy lifestyles

Source: Willis-Knighton Health System Community Health Needs Assessment Interviews conducted by CHC Consulting; November 15, 2012 – January 3, 2013



Access to Affordable Healthcare due to Federal Legislation and Budget Cuts

Government legislation and budget cuts are affecting healthcare costs and accessibility in the community.

- Interviewees discussed the impact of recently proposed government funding cuts to the LSU Health Science Center.
 - Interviewees believe reduced funding of the educational mission of LSU will be detrimental to the current pipeline of physicians training and then practicing within Louisiana.
- State-funded resources have been reduced or eliminated for mental health services.
- Government legislation may worsen the landscape for affordable dental care.
- There is also concern about the Affordable Care Act and the impact it will have on healthcare access, quality and cost.

Source: Willis-Knighton Health System Community Health Needs Assessment Interviews conducted by CHC Consulting; November 15, 2012 – January 3, 2013



Access to Affordable Healthcare due to Federal Legislation and Budget Cuts

These concerns are even more prominent for certain groups in the community.

- Interviewees discussed access issues and barriers affecting affordability of healthcare for the low income, under/uninsured and the elderly (who find a shrinking population of physicians accepting Medicare).
- Impact of federal legislation could limit the number of financially viable providers (hospitals and clinics) in rural locations.
- The ability of at-risk populations to see specialists at LSU will be hindered due to changing legislation.

Source: Willis-Knighton Health System Community Health Needs Assessment Interviews conducted by CHC Consulting; November 15, 2012 – January 3, 2013

Access to Affordable Healthcare due to Federal Legislation and Budget Cuts

Physicians worry about recent government cutbacks on the academic mission as it relates to health studies and health care. Due to the decision to stop funding the charity hospital, the future of LSU's programs may depend on the "kindness of strangers".

There is a family clinic in the LSU Medical Center, but it serves as the only one for the entire surrounding area of Shreveport and Bossier. There are individuals who use the clinic, but when it isn't open they head directly to the ER.

Currently, many patients receiving mental health treatment are going to LSU. Threats to funding would mean cutting the last mental health care resort for many.

The coming federal health care changes are projected to create access issues for citizens. If LA continues on the track they're on towards participation in major legislative changes to health care, it will most likely become extremely difficult to care for the current and increasing high volume of patients.

Primary care services are available if you have the "economic wherewithal." The reality is, however, that "we have a health care delivery system that has disparities based on economics." The system is divided by those who have access and those who do not, and for those who don't, the pool of providers is considerably less. Because the LSUHSC has been a major player in stepping in to alleviate these disparities, there is community-wide worry of how recent funding cuts will affect access for indigent populations.

Access to Additional Providers and After Hours Urgent Care

There is a prominent need for access to additional providers, particularly primary care, mental health and physicians accepting Medicare, Medicaid and self-pay patients.

- It was noted that a significant portion of the physician population is at or approaching retirement age.
- **Primary Care Physicians**
 - There is an overall shortage of primary care physicians including pediatrics.
 - Interviewees noted a sharp decline in the number of medical school graduates choosing to practice primary care.
 - It was noted that nurse practitioners might alleviate some of this need.
 - There are long wait times for primary care services in Shreveport and Bossier. One interviewee discussed the reputation for “lack of punctuality.”
- **Specialty**
 - Wait times are particularly long.
- **Mental Health Providers**
 - There is a dramatic shortage of psychiatrists and inpatient acute care psychiatric beds.

Access to Additional Providers and After Hours Urgent Care (Continued)

- **Physicians Accepting Medicare, Medicaid and self-pay patients**
 - Even patients with insurance coverage face barriers to access, because of closed practices and decreasing acceptance of Medicare and Medicaid.
 - This concern is present in all care settings (primary care, mental health, specialty care).
- **Urgent Care Needs**
 - Many interviewees felt increased availability of after hours urgent care would address access issues for many, and reduce inappropriate usage of the ER.

There are not many “after hours” options for accessing health care services. In the past 3 to 5 years, there has been an increase in the number of urgent care facilities throughout the community. However, most only stay open until 7pm. The community is in need of facilities that will remain open later in order to meet their needs.

The community is in need of more primary care physicians/family doctors. The local med school continues to turn out graduates who want to be specialists, due to the lure of higher income and more flexible schedules.

Access to Additional Providers and After Hours Urgent Care (continued)

The current state of mental health services in the area is “marginal at best.”
There is a dramatic shortage of psychiatrists across all of Louisiana.

Self-pay or sliding-pay patients are most likely to be referred to LSU, where they might wait 1 to 6 months to receive specialty care services.

The long wait time for the indigent population at the LSU clinics ultimately clogs up the Emergency Departments.
Additionally, there is limited new patient acceptance among primary care providers throughout the community, which poses a problem for those who have insurance also.
There are fewer and fewer physicians accepting Medicare in the area as well.

Source: Willis-Knighton Health System Community Health Needs Assessment Interviews conducted by CHC Consulting; November 15, 2012 – January 3, 2013



Access to Mental Health Services

In addition to needing access to mental health providers, community members need increased access to overall mental and behavioral health services.

- Interviewees noted that access is difficult for the majority of the population needing mental health services.
- Mental health services are particularly lacking for children, who often see a primary care physician for mental health needs. Patients are known to travel out of state for care.
- Under/uninsured community members often go without appropriate mental health care.
- Substance Abusers
- One interviewee noted:
 - There are only 2 hospitals in Caddo and Bossier that provide psychiatric services.
 - Addiction services have disappeared completely.
 - The number of crisis beds is increasingly limited.
- Problems partially attributed to the lack of mental health care access:
 - Teen suicide
 - Increasing homeless population
 - Children and adults with mental illnesses ending up in the court rooms and judicial system

Source: Willis-Knighton Health System Community Health Needs Assessment Interviews conducted by CHC Consulting; November 15, 2012 – January 3, 2013

Access to Mental Health Services

(continued)

Teen suicide has been an issue in the community for a while now, and there are not many options when trying to find a place to get these kids the help they need. LSUHSC is usually at capacity, and Brentwood, the local inpatient facility, is often too expensive.

As funding for mental/behavioral health services decreases, we will continue to see a steady increase in the homeless population.

The resources and facilities for chronically mentally ill patients are extremely limited. There are no homes other than the Red Cross and Rescue Mission, and these are often at capacity. These patients are often treated for a few days in the hospital then sent back out on the streets, and it's not long until they stop taking their medications and are back in the hospital again.

Mental health care access is even worse. When you venture into specialty areas, access becomes even worse. David Raines has both adult and child psychiatrists on staff, and the demand for children to be seen is very high. Typically, children and adults suffering from mental illness end up in the court system. This is largely due to economic factors, and the fact that the one or two inpatient facilities are either at capacity or aren't covered by insurance.

Currently there is no place to medically detox substance abusers other than the ICU or inpatient hospital. All state run facilities offering these services have shut down. As a result, emergency departments are flooded with these individuals suffering from overdose or detox issues, and doctors have no other places or programs to refer these patients.



Patient Education and Preventive Care

There is a need to educate community members about their health, as well as the resources they have available to them.

- Interviewees felt there is a lack of effective health education; better patient education would result in better preventive care and utilization of available services.
 - While this is a community wide concern, it is a particular concern among the economically disadvantaged patients.
 - Many in the community are often unaware of home health care resources available to them.
- The lack of awareness of available health care resources results in increased (or perceived) barriers to access and misuse of those resources by the low income/under-uninsured populations.
 - In addition to the shortage of providers or inability to see a provider based on payer class, the lack of education about resources contributes to the misuse of emergency departments.
 - Often a patient may end up in the emergency room due to a condition that could be or could have been treated in a primary care setting.

Source: Willis-Knighton Health System Community Health Needs Assessment Interviews conducted by CHC Consulting; November 15, 2012 – January 3, 2013

Patient Education and Preventive Care

(continued)

Currently there are efforts being made to make more patients AND physicians aware of home health as a way to avoid increasingly larger charges accrued inpatient settings, and as a huge player in the prevention of readmissions.

There is a large, poorly educated, and economically disadvantaged population in the Caddo-Bossier area known for their unawareness and misuse of health care resources. This group is known to flood emergency departments for non-emergency situations.

Some patients are completely unaware of services that are available to them, as well as habits and steps they should take to improve and preserve their health. There is an inappropriate utilization of Emergency Departments within the community by those who are unable or unaware of how to access basic primary care services.

The better educated they are on the services available to them, the better their health care experience will be. For example, elderly patients are more likely to be more aware of services available to them, and take the initiative in following up and fully utilizing their benefits.

Keep it simple. I'd like to see a push for more care earlier on in the lives of people within the community. This would occur as a result of more "community awareness" programs set in place to educate the public on little things that go a long way in terms of return on health care.



Fragmented Continuum of Care

There are gaps in the continuum of care, including effective communication and record sharing, as well as appropriate follow up care.

- The shift away from a primary care focus to specialist care results in a system that is disjointed and lacks a central medical home for the patient.
- There are gaps in care and information for patients when transitioning between providers.
 - There is a lack of effective communication and coordination.
 - Increased record sharing would be beneficial.
 - Follow up care and information seems to be a problem when a patient is transitioning from one setting to the next.
- Availability of, and usage of, patient-focused primary care resources would result in healthier community.

Source: Willis-Knighton Health System Community Health Needs Assessment Interviews conducted by CHC Consulting; November 15, 2012 – January 3, 2013

Fragmented Continuum of Care (continued)

The reality is, everyone operates in their own area, and because of competitive overlap, they aren't always paying attention to what others are doing.

There is severe overuse of emergency departments, and many members of the indigent population treat it as their primary care provider. Currently little is being done to break this cycle. For instance, follow up is poor and there is little to no effort to connect discharged patients with primary care providers.

Society doesn't value continuity of care. The "whole system is disjointed at mesh points," and as a result has a reputation for lousy follow up, among other complaints. Fewer doctors are going into general or family medicine, and the ones who go into the hospitals aren't taking care of the growing outpatient needs.

Many barriers in transition can be attributed to poor communication between health care professionals.

Currently, there are statewide problems in transitioning from one health care setting to the next.

Unhealthy Lifestyles

There is a need to address diabetes, obesity and STDs in the community.

- Interviewees identified obesity as the top 'lifestyle issue' needing attention.
- Many felt that increased nutrition education would help combat the obesity epidemic.
- In addition to obesity, diabetes was mentioned a serious community health concern.
 - Many said that obesity leads to a second concern, which is often-cited and linked to unhealthy lifestyles – diabetes.
 - The need for increased screenings for diabetes was also mentioned.
- Patient motivation and compliance are obstacles.
- There is a serious chlamydia and gonorrhea issue in the area.

Generationally poor families often do not understand/have not practiced healthy cooking. Healthy foods are expensive, so their habits are to purchase and consume cheaper, less healthy foods.

Unhealthy Lifestyles

Provide timely screenings for diabetes, a chronic and growing illness in the community. Diabetes is often a gateway through which other problems and illnesses develop, and screenings not only provide a way to catch conditions early, but educate individuals on the importance of consistent and preventive health care.


Unfortunately, people would rather stay inside and watch TV than take a walk around the neighborhood.

Occasionally there are programs and classes that promote healthy living, but for the most part people within the community do not pay attention to or attend them.

An obvious health need is the lack of nutritious food available to residents throughout the community. 42% of the population the food bank provides food to are senior citizens.

I believe there needs to be a “cultural change” rather than implementing more programs and exerting more effort on the part of the health care community. It takes a commitment from the community, for real change to occur.

Healthy living is a choice, and current programs are primarily focused on children, operating off the mentality that if individuals are taught how to make healthy choices earlier on, they will be less likely to fall into the same cultural patterns.



Populations Most At Risk for Inadequate Care

When asked about which specific groups are at the highest risk for inadequate care, interviewees spoke about:

- Low income, under/uninsured and the working poor
 - Access to dental services for low income/under-uninsured remains limited
 - Low income patients living in rural areas who need transportation
- Mentally ill
- Substance abusers / behavioral health issues
- Elderly – especially with decreased acceptance of Medicare
- Minorities
- Children

Source: Willis-Knighton Health System Community Health Needs Assessment Interviews conducted by CHC Consulting; November 15, 2012 – January 3, 2013

Populations Most At Risk for Inadequate Care (continued)

Dental care services remain very limited to those who are uninsured or those who are on Medicaid.

Those categorized as “working poor” with health care insurance will access necessary care, but may not always be able to afford copays. Therefore, they wait until it is absolutely necessary to access care. Those without insurance obviously are slower to access health care.

Transportation is a major obstacle that prohibits lower income and elderly individuals from accessing necessary health care services.

There is a large Hispanic population in the area, and these families face language barriers when trying to access care. They are often unaware of resources available to them, and are timid in their attempts to seek out care.

The growing number of physicians not accepting Medicare is making it harder for lower income folks to receive care.

Positive Aspects of the Healthcare System

- 1 • Willis-Knighton Health System's community focus and quality patient care
- 2 • The LSU Health Science Center: high caliber services and indigent care; med school graduates who stay in Louisiana
- 3 • Overall quantity and quality of medical resources available locally: hospitals, specialists, scope of services
- 4 • Strong partnership among local providers
- 5 • Presence/performance of Community Health Centers

Source: Willis-Knighton Health System Community Health Needs Assessment Interviews conducted by CHC Consulting; November 15, 2012 – January 3, 2013

Negative Aspects of the Overall Health System

- 1 • Limited access to affordable primary care for low income/under-uninsured
- 2 • Not enough physicians to meet growing needs; an aging physician population
- 3 • Uncertainty about legislative changes to healthcare system
- 4 • Mental health resources are inadequate to meet the current and future needs
- 5 • Lack of patient awareness and appropriate usage of the available healthcare resources and preventive care

Source: Willis-Knighton Health System Community Health Needs Assessment Interviews conducted by CHC Consulting; November 15, 2012 – January 3, 2013



INTERNET SURVEY FINDINGS



Survey Details

- Electronic survey sent as follow-up to telephone interviewees
 - Sent to fifteen (15) telephone interviewees
 - Survey available from November 15, 2012 to January 14, 2013
 - Response rate 80% (12 of 15 respondents)
- Respondents allowed to take survey only once

Source: Willis-Knighton Health System Community Needs Survey conducted by CHC Consulting; November 15, 2012 – January 14, 2013



Survey Details

(continued)

- Survey questions asked about crucial health issues affecting residents of Caddo and Bossier Parishes including
 - How adequately the health needs of specific populations were being addressed
 - Adequacy of current health services



Survey Findings

(Not all respondents provided an organization)

- Organizations responding to the survey include:
 - Caddo Parish Public Schools
 - Cardiovascular Consultants
 - Food Bank of Northwest Louisiana
 - State of Louisiana
 - Willis-Knighton Health System

Source: Willis-Knighton Health System Community Needs Survey conducted by CHC Consulting; November 15, 2012 – January 14, 2013



Survey Findings

- Populations whose health needs are most **inadequately** being met include unemployed, low income/uninsured, persons experiencing mental illness and persons with chemical dependency
 - Respondents most unsure on how the needs of undocumented persons are being met
- Currently available services with significant opportunity for **increased awareness** include mental health screenings, nutrition and weight management programs and tobacco cessation programs

Source: Willis-Knighton Health System Community Needs Survey conducted by CHC Consulting; November 15, 2012 – January 14, 2013

Survey Findings (continued)

- Mental health services (including services for the chemically dependent) appear to have the biggest need
- Unemployed, low income and uninsured have unmet health needs

Social/economic status plays a major role in access to care. Low income and uninsured are least likely to receive care. Mental health is a particular high need for this population.

Other than services provided by Willis-Knighton Health System, services for chronically mental ill, persons with chemical dependency or detoxification issues, and the unemployed have been drastically cut or eliminated in Louisiana due to budget cuts and non-coverage by insurance.



COMMON THEMES



Common Themes

- Access to primary and specialty care
 - Additional primary care providers / nurse practitioners and specialist providers
 - Access to physicians accepting Medicare and Medicaid
 - After hours urgent care
 - Special populations: low income, uninsured, children, minorities, elderly, those without transportation
- Access to mental health services
 - Overall access to mental and behavioral health services
 - Additional services specifically for substance abusers
 - Additional psychiatrists and providers
 - Access to mental health providers accepting Medicare and Medicaid
- Fragmented continuum of care
 - Communication among providers
 - Record sharing
 - Transitioning from one care setting to the next



Common Themes

(continued)

- Natality and maternal health issues
 - Low birth weight births
 - Pre-term births
 - Infant mortality
 - Teen pregnancy
- Patient education and preventive care
 - Education about available resources
 - Promoting preventive care to specific populations, such as the under/uninsured
- Unhealthy lifestyles
 - Coronary heart disease, heart attack, stroke prevalence
 - Communicable diseases
 - Diabetes
 - Obesity



FINAL HEALTH PRIORITIES



Process to Determine Health Priorities

- Six significant community health needs, or “common themes,” were identified by assessing the prevalence of the issues identified in the health data findings combined with the frequency and severity of mentions in the interview and survey findings.
- The CHNA Team participated in a facilitated discussion of each hospital’s ability to meet the six identified health needs. Three factors were considered in this discussion:
 - Size and prevalence of the issue
 - Effectiveness of interventions
 - Each hospital’s capacity to address the need



Process to Determine Health Priorities

- Hospital leadership felt that each of the identified needs was of equal concern in Caddo and Bossier Parishes and as a system they would address each need.
- CHNA Meeting Participants:
 - Mr. James K. Elrod – President & CEO, Willis-Knighton Health System
 - Charles Daigle – Chief Operations Officer, Willis-Knighton Health System
 - Steve Randall – EVP Special Operations, Willis-Knighton Health System
 - Peggy Gavin – Vice President of Physician Network
 - Margaret Elrod – Vice President & Executive Director of the Oaks of LA
 - Clifford Brouard – Vice-President and Administrator, WK Bossier Health Center
 - Sonny Moss – Vice-President and Administrator, WK Pierremont Health Center
 - Keri Elrod – Vice-President and Administrator, Willis-Knighton South
 - Jaf Fielder – Vice-President and Administrator, Willis-Knighton Medical Center
 - Riley Waddell – System Administration / Business Development



Final Health Priorities

- The final health priorities, in alphabetical order, are listed below:
 - Access to Primary and Specialty Care
 - Access to Mental Health Services
 - Fragmented Continuum of Care
 - Natality and Maternal Health Issues
 - Patient Education and Preventive Care
 - Unhealthy Lifestyles



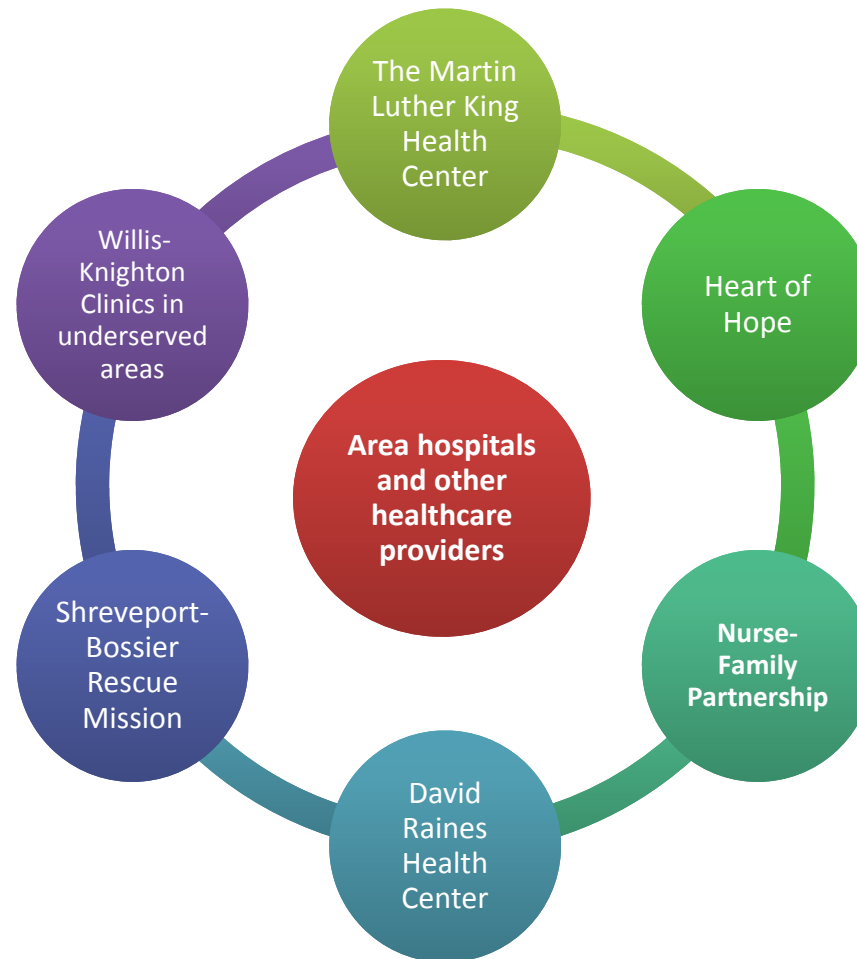
RESOURCES IN THE COMMUNITY



Additional Resources in the Community

- In addition to the services provided by Willis-Knighton, other charity care services and health resources available in Caddo and Bossier Parishes are included in this section.
- As part of a subsequent CHNA, additional questions may be added to the interview guide as potential measures to determine positive changes in the identified significant community health needs.

Organizations Working on Health Needs



Source: Willis-Knighton Health System Community Health Needs Assessment Interviews conducted by Community Hospital Consulting; November 15, 2012 – January 3, 2013

Organizations Working on Health Needs

(continued)

Local Willis-Knighton and MLK clinics are doing their best to reach populations in the most inner city and rural areas, but they continue to face challenges staffing enough doctors to meet the needs of residents. While the state has begun to fall a little behind, Willis-Knighton has taken the lead in health education, and has become a “catalyst” in providing education for chronic conditions.

The David Raines Health Center has a mobile clinic that services individuals in lower income areas.

The Shreveport-Bossier Rescue Mission provides dental services to the local homeless population.

In Caddo Parish, there is an organization called Heart of Hope, which is a home for pregnant women. They provide some prenatal care and ultrasounds, and transportation for residents to other appointments.

The Martin Luther King Health Center, which has been serving the community since 1986, provides free health and dental care for individuals who fall between the cracks and are ineligible to receive care [elsewhere].

In Caddo and Bossier Parishes there is the Nurse-Family Partnership, where nurses visit new mothers in their homes during their first pregnancy. They follow the mother through birth, and the baby up through the first 3 years of life.

Organizations Working on Health Needs (continued)

The Shreveport-Bossier Rescue Mission serves the homeless community in the area, and has a clinic inside their shelter. The shelter provides dental care on weeknights and other general medical care on the weekends. As it goes for many communities, services are not utilized while people are young, so it's usually adults facing major dental issues. Additionally, many of these adults don't have the coverage they had as children, so their dental needs go unmet.

The David Raines clinics conduct smoking cessation workshops, and tries to tackle the most prevalent issues they see such as obesity, cardiovascular diseases and childhood onset diabetes.

There are many grass roots organizations looking to implement more programs in the area. For instance, "Slow Foods" works to educate North Louisianans (and maybe a few east Texans) on foods that are good, clean and fair to the environment.

The David Raines clinics provide dental services for under or uninsured families, and even have a mobile clinic that goes into rural neighborhoods and reaches those with transportation and other issues. The Shreveport-Bossier Rescue Mission also provides dental services to the local homeless population. The MLK Health Centers also provide dental services to indigent populations.

Source: Willis-Knighton Health System Community Health Needs Assessment Interviews conducted by Community Hospital Consulting; November 15, 2012 – January 3, 2013

Services Available in the Community					
Organization Name	Area Primarily Served	Address	Phone	Website	Services Provided
American Red Cross Northwest Louisiana Chapter	Northwest Louisiana	805 Brook Hollow Drive Shreveport, LA 71105	(318) 865-9545	http://www.redcross.org/la/shreveport/about	The Northwest Louisiana American Red Cross Greater provides three main services: Disaster Relief and Preparedness, Services for our Armed Forces and their families and Health and Safety Training. While most people think of the Red Cross helping during large disasters such as Hurricanes Katrina, Rita and Gustav, our disaster services staff and volunteers are busy everyday responding to house and apartment fires – an average of one every 36 hours in the Shreveport/Bossier area. All Disaster Assistance is free to the clients and can include everything from clothing, food and shelter to medication replacement and mental health support.
Bossier Council on Aging	Bossier Parish	706 Bearkat Drive Bossier City, LA 71111	(318) 741-8302	http://bossiercoa.org/	Information and assistance to seniors within their communities, congregate meals at two sites in Bossier City and Plain Dealing, home delivered meals, light housekeeping, transportation services, utility assistance, wellness and recreation programs, legal assistance, National Family Support Caregiver Program, in-home respite, sitter service, material aid and public assistance
Caddo Council on Aging	Caddo Parish	1700 Buckner Square, Suite 240 Shreveport, LA 71101	(318) 676-7900	http://caddocoa.org/	Information referral, outreach and assessments, congregate meals, meals on wheels, homemaker services, personal care, telephone reassurance, medical alert program, nursing home ombudsman (7 parishes), aging and disability resource center (9 parishes), foster grandparents, retired senior volunteer program
The Center for Families	Northwest Louisiana	864 Olive Street, Shreveport, LA 71104	-	http://thecenterforfamilies.com/	General counseling, parenting programs, addiction counseling, drug screenings, employee assistance program, autism support group, art therapy
Council on Alcoholism and Drug Abuse of Northwest Louisiana	Northwest Louisiana	525 Crockett Street, Downtown Shreveport	(318) 222-8511	http://www.councilonalcoholism.org/	The Council offers outpatient programs for adults, adolescents, women with children and veterans including: Addition Recovery Clinic (ARC), Employee Assistance Program (EAP), Louisiana Horse Racing Industry Program, Access to Community Education Program (ACE), 1st Judicial District Adult Drug Court - Caddo Parish (JDC), Viral Disease Clinic at LSUHSC - Shreveport, drug and alcohol screening services.
David Raines Health Clinic	Shreveport, Bossier, Gilliam, Minden, and Haynesville	1625 David Raines Dr. Shreveport, LA 71107	(318) 549-2500	http://www.davidraineschc.org/	Medical, dental, optometry, licensed patient pharmacy, behavioral health, free immunizations for children under 18, free flu shots for patients 62 and older, dental sealant program, assistance/guidance with programs such as KIDMED, WIC, Medicaid enrollment, LaCHIP enrollment, LaMOMS enrollment, SIGHT for STUDENTS, and free transportation to and from clinics
The Food Bank of Northwest Louisiana	Northwest Louisiana	2307 Texas Avenue - Shreveport, LA 71103	(318) 675-2400	http://www.foodbanknla.org	Food Distribution, Disaster Relief, Backpack Program (children are supplied with a 7-10 pound bag of food to take home on the weekends and holidays), Kids Café, Summer Food Service Program, Senior Program, Mobile Pantry, and K.I.D.S. (Kids In Distressed Situations)
Forensic Nurse Examiners of Louisiana Inc	Northwest Louisiana	2900 Hearne Avenue Shreveport, LA 71103	(318) 294-6530	-	Providing competent and compassionate forensic nursing care to all victims of sexual and domestic violence in our community

Services Available in the Community					
Organization Name	Area Primarily Served	Address	Phone	Website	Services Provided
Gingerbread House	Bossier and Caddo Parishes	1700 Buckner Square, Ste 101 Shreveport, LA 71101	(318) 674-2900	http://www.gingerbreadhousecac.org/	The Gingerbread House coordinates interviews and investigations with the referring agencies and other professionals from the initial screening to the final disposition of the case. The Center assists in gathering evidence and documenting the victim's verbal testimony, which is necessary for criminal prosecution and related proceedings. Through the Center's advocacy program, child victims and their families are prepared for the criminal justice process in such a way that prevents further victimization. The Gingerbread House provides mental health interventions for child victims and their non-offending family members, so that the healing process can begin. All services are provided at no cost to the victim's family or referring agency.
Goodwill Industried of North Louisiana, Inc.	North Louisiana	800 West 70 th Street Shreveport, LA 71106	(318) 869-2575	http://www.goodwillnla.org/	Goodwill Industries of North Louisiana, Inc. is a 501(c)(3) not-for-profit agency that serves people with disabilities and other barriers to employment. Goodwill Industries of North Louisiana currently provides services to 26 parishes in North Louisiana, with retail operations in Shreveport, Bossier City, Haughton, Minden, Ruston, Monroe, West Monroe, Natchitoches, Alexandria and Pineville.
Heart of Hope	Caddo Parish	10420 Heart of Hope Way Keithville, LA 71047	(318) 925-4663	http://www.heartofhopeministry.com/	Heart of Hope – A Sanctuary for Women is located just outside Shreveport, Louisiana in the peaceful rural area of Grawood Community in the town of Keithville. We are a home away from home for young ladies between 11 – 23 years of age who are experiencing an unplanned pregnancy. Our mission is to provide a safe haven where residents can center all their efforts on the decisions that are before them; being a single-parent or choosing adoption.
HOPE for the Homeless: Homeless Organizations Providing Empowerment	Northwest Louisiana	762 Austin Place, Shreveport LA 71101	(318) 670-4591	http://www.nwlahope.org/	HOPE For the Homeless is a non-profit 501c3 that serves as the HUD mandated homeless Continuum of Care for Northwest Louisiana. Additionally, HOPE serves the role of front door for those who are homeless to enter the system of care.
Martin Luther King Health Center	Northwest Louisiana	827 Margaret Place Suite 201 Shreveport, LA 71101	(318) 227-2912	http://www.mlkhealth.org	The Martin Luther King Health Center provides patient-centered primary healthcare services by working within collaborative partnerships to reduce the debilitating effects of chronic health problems that may be prevented or controlled by access to evidence based regular and culturally competent healthcare. The center emphasizes "health" rather than disease and serves as a medical home from which other needed services are managed and coordinated. This provides the most effective and efficient care in a "one-stop-shop" designed to improve patient outcomes with a proactive rather reactive approach, especially for individuals who would have difficulty navigating multiple service systems. The center understands that to be effective; healthcare must be "patient-centered" no "institution-centered"
Northwest Louisiana Interfaith Pharmacy	Northwest Louisiana	909 Olive Street Shreveport, LA 71104	(318) 425-3553	http://www.niacf.org/members/?id=8108819	Providing free pharmaceuticals to the indigent.

Services Available in the Community					
Organization Name	Area Primarily Served	Address	Phone	Website	Services Provided
Nurse-Family Partnership	Bossier, Caddo, De Soto, and Webster Parishes	4215 Linwood Avenue Shreveport, LA 71108	(318) 862-993	http://www.nursefamilypartnership.org/locations/Louisiana/Nurse-Family-Partnership-LSU-Health-Sciences-C-1	Nurse-Family Partnership helps transform the lives of vulnerable first-time moms and their babies. Through ongoing home visits from registered nurses, low-income, first-time moms receive the care and support they need to have a healthy pregnancy, provide responsible and competent care for their children, and become more economically self-sufficient. From pregnancy until the child turns two years old, Nurse-Family Partnership Nurse Home Visitors form a much-needed, trusting relationship with the first-time moms, instilling confidence and empowering them to achieve a better life for their children – and themselves.
The Oaks of Louisiana	Shreveport/Bossier Community	600 East Flournoy Lucas Road	(318) 212-6257	http://www.oaksofla.com/	The carefree lifestyle at The Oaks of Louisiana focuses on living life to its fullest. Here you'll find a residential community designed specifically for adults 55 and older, with maintenance-free living and an active, healthy lifestyle, one that is surprisingly affordable. In fact, our one bedroom apartments start at \$1,563. The Oaks includes independent living, assisted living and total care, all on one beautiful campus.
Philadelphia Center	Northwest Louisiana	2020 Centenary Shreveport, LA 71104	(318) 222-6633	http://philadelphiacenter.org/	All services provided by the Philadelphia Center are free to all who are eligible: HIV prevention services, HIV testing, counseling and referral services, HIV case management/care coordination, medical transportation, food pantry, maternal/child AIDS program, and Latino outreach/case management.
Project Celebration, Inc.	Louisiana Region 8	580 W Main Street Many, Louisiana 71449	(318) 256-6242	http://www.projectcelebration.com/	Project Celebration, Inc. (PCI) is committed to helping individuals and families enhance their ability to live successfully in the community. Through education, advocacy and collaboration of all available resources, clients will develop the highest capacity for safety, self-reliance, and personal well-being. Project Celebration offers many community programs such as: A Child's Advocacy Center, Family Resource Center, the Northwest Family Support Organization, Taylor House Domestic Violence Shelter, and Sexual Assault Center.
The Providence House	Shreveport/Bossier Community	814 Cotton Street Shreveport, LA 71101	(318) 221-7887	http://theprovidencehouse.com/	The singular aim of the program is to break the cycle of homelessness by helping families gain the resources necessary to move permanently to independent living. We think of our program as a hand up, rather than a hand out. Providence House provides short-term transitional housing in combination with an individualized support program including: education programs, child care, parenting, money management, and life skills development.

Services Available in the Community					
Organization Name	Area Primarily Served	Address	Phone	Website	Services Provided
The Salvation Army Shreveport-Bossier	Shreveport/Bossier Community	200 East Stoner Avenue Shreveport, LA 71101	(318) 424-3200	http://www.salvationarmyshreveport.org	The Salvation Army Shreveport-Bossier provides shelter for over 110 homeless people a night: 25 Women with Children, 20 Veterans, 15 Single Women, and 50 Single Men and with an additional 30 emergency cots for extreme weather. The Salvation Army has provided help to over 94,270 personal assistance request thru the Senior Day Program, Disaster Services, School Uniforms Drives, Youth Corps, and at Christmas we serve over 10,000 children/families. Along with social services Salvation Army main mission is fully operating Church with a Thrift Stores in Shreveport & Bossier. The Salvation Army BGCA, a 501(c) (3) organization, located at 2821 Greenwood Rd, was founded in April, 1933 by The Salvation Army and associated with The Boys and Girls Club of America program in 1947. (the BGCA curriculum) Helping children in need of hope and direction is the heart of this mission which has enabled this partnership to help hundreds of youth over the years
Shots for Tots	Northwest Louisiana	2600 Greenwood Road Shreveport, LA 71103	(318) 212-2520	http://www.wkhs.com/Locations/Community/ShotsForTots.aspx	Shots For Tots is a community service of Willis-Knighton Health System and fellow sponsors. Immunizations are available frequently at various locations. Click the link for upcoming immunization clinics in the Shreveport/Bossier area.
Shreveport-Bossier Rescue Mission (SBRM)	Northwest Louisiana	901 McNeil Street P. O. Box 3949, Shreveport, LA 71101	(318) 227-2868	http://www.sbrescuemission.com/	This 29,000 square-foot facility provides a dormitory for single women, 12 family suites, a dormitory for men, volunteer-staffed medical and dental clinics, clothing bank, laundry facility, counseling offices, food preparation and dining areas and administration offices. Client services are available 24 hours a day, 365 days per year. Administration offices are open 8:30 a.m. to 4:30 p.m. Monday through Friday, except for holidays.
Slow Food North Louisiana	North Louisiana	-	-	http://www.slowfoodnla.com	Slow Food North Louisiana helps residents of this area find ways to think more about what they eat: where it came from, how was it grown, how it got to them, what they're going to do with it. We connect folks with regional growers and producers, farmers markets, CSAs and community gardens. We host events occasionally throughout the year, such as farm-to-table suppers, our annual "Soup's On" event, film screenings, a "Shopping Matters" program where we teach people how to create healthy meals for under \$10, and garden volunteer events.
Volunteers for Youth Justice	Northwest Louisiana	900 Jordan Street, Ste 301, Shreveport LA 71101	(318) 425-4413	http://vyja.org/	VYJ was established in 1981 by members of First Presbyterian Church of Shreveport, with the mission of providing intervention services to children involved in the juvenile justice system. VYJ currently administers eight primary programs. These programs rely on community volunteers to provide advocacy for child victims of abuse or neglect and who are involved in the juvenile court system through no fault of their own. Other programs provide developmentally appropriate, consequential and educational diversion services for first time juvenile offenders. Volunteers for Youth Justice has been leading the way in providing dynamic, life-changing programs for abused, neglected and at-risk children in Northwest Louisiana.

Services Available in the Community					
Organization Name	Area Primarily Served	Address	Phone	Website	Services Provided
Willis-Knighton Bradley Medical Clinic	Southwest Arkansas	409 Woodruff Bradley, AR 71826	(870) 894-3366	http://www.wkhs.com/Locations/Community.aspx	Project NeighborHealth was instituted by Willis-Knighton to directly reach out to people in medically underserved areas of the Ark-La-Tex. Project NeighborHealth operates two clinics in Shreveport, WK Community Health & Education Center in the Martin Luther King neighborhood, and WK Community Health and Wellness Center in the Allendale neighborhood in addition to WK Bradley Medical Clinic in Bradley, Ark. Each clinic provides care to patients regardless of their ability to pay. The clinics offer not only access to care but educational opportunities that promote prevention and well-being.
Willis-Knighton Community Education Center – Cedar Grove	Shreveport/Bossier Community	6725 Southern Ave Shreveport, LA 71106	Education Center (318) 212-6360 Children’s Dental Clinic (318) 212-6363	http://www.wkhs.com/Locations/Community.aspx	Project NeighborHealth was instituted by Willis-Knighton to directly reach out to people in medically underserved areas of the Ark-La-Tex. Project NeighborHealth operates two clinics in Shreveport, WK Community Health & Education Center in the Martin Luther King neighborhood, and WK Community Health and Wellness Center in the Allendale neighborhood in addition to WK Bradley Medical Clinic in Bradley, Ark. Each clinic provides care to patients regardless of their ability to pay. The clinics offer not only access to care but educational opportunities that promote prevention and well-being. The Children’s Dental Clinic located in the Cedar Grove neighborhood in Shreveport is staffed by volunteer dentists and is available to children who do not qualify for government dental coverage and whose parents cannot afford dental care.
Willis-Knighton Community Health & Education Center - MLK	Shreveport/Bossier Community	4700 Hilry Huckaby Avenue Shreveport, LA 71107	Clinic (318) 221-1001 Education Center (318) 424-7900	http://www.wkhs.com/Locations/Community.aspx	Project NeighborHealth was instituted by Willis-Knighton to directly reach out to people in medically underserved areas of the Ark-La-Tex. Project NeighborHealth operates two clinics in Shreveport, WK Community Health & Education Center in the Martin Luther King neighborhood, and WK Community Health and Wellness Center in the Allendale neighborhood in addition to WK Bradley Medical Clinic in Bradley, Ark. Each clinic provides care to patients regardless of their ability to pay. The clinics offer not only access to care but educational opportunities that promote prevention and well-being.
Willis-Knighton Community Health & Wellness Center - Allendale	Shreveport/Bossier Community	1327 Pierre Avenue Shreveport, LA 71103	Clinic (318) 212-8624 Wellness Center (318) 212-8634	http://www.wkhs.com/Locations/Community.aspx	Project NeighborHealth was instituted by Willis-Knighton to directly reach out to people in medically underserved areas of the Ark-La-Tex. Project NeighborHealth operates two clinics in Shreveport, WK Community Health & Education Center in the Martin Luther King neighborhood, and WK Community Health and Wellness Center in the Allendale neighborhood in addition to WK Bradley Medical Clinic in Bradley, Ark. Each clinic provides care to patients regardless of their ability to pay. The clinics offer not only access to care but educational opportunities that promote prevention and well-being. The WK Community Wellness Center in the Allendale neighborhood offers a fitness center with low membership rates and is believed to be the first fitness center in the nation which was developed by a hospital to serve a medically-underserved neighborhood.

Services Available in the Community					
Organization Name	Area Primarily Served	Address	Phone	Website	Services Provided
Willis-Knighton Education Center	Shreveport/Bossier Community	2401 Bessie Street Shreveport, LA 71103	(318) 212-8380	http://www.wkhs.com/Locations/Community.aspx	Project NeighborHealth was instituted by Willis-Knighton to directly reach out to people in medically underserved areas of the Ark-La-Tex. Project NeighborHealth operates two clinics in Shreveport, WK Community Health & Education Center in the Martin Luther King neighborhood, and WK Community Health and Wellness Center in the Allendale neighborhood in addition to WK Bradley Medical Clinic in Bradley, Ark. Each clinic provides care to patients regardless of their ability to pay. The clinics offer not only access to care but educational opportunities that promote prevention and well-being.
WK Plain Dealing Medical Clinic	Northwest Louisiana	112 North Forrest Street Plain Dealing, LA 71064	(318) 326-7272		Project NeighborHealth was instituted by Willis-Knighton to directly reach out to people in medically underserved areas of the Ark-La-Tex. Project NeighborHealth operates two clinics in Shreveport, WK Community Health & Education Center in the Martin Luther King neighborhood, and WK Community Health and Wellness Center in the Allendale neighborhood in addition to WK Bradley Medical Clinic in Bradley, Ark. Each clinic provides care to patients regardless of their ability to pay. The clinics offer not only access to care but educational opportunities that promote prevention and well-being.
Oil City Medical Clinic	Northwest Louisiana	103 South Hwy 1 Oil City, LA 71061	(318) 995-6504		Project NeighborHealth was instituted by Willis-Knighton to directly reach out to people in medically underserved areas of the Ark-La-Tex. Project NeighborHealth operates two clinics in Shreveport, WK Community Health & Education Center in the Martin Luther King neighborhood, and WK Community Health and Wellness Center in the Allendale neighborhood in addition to WK Bradley Medical Clinic in Bradley, Ark. Each clinic provides care to patients regardless of their ability to pay. The clinics offer not only access to care but educational opportunities that promote prevention and well-being.
WK Care for Kids	Shreveport/Bossier Community	870 Olive Street Shreveport, LA 71104	(318) 629-0480	www.wkcareforkids.com	Project NeighborHealth was instituted by Willis-Knighton to directly reach out to people in medically underserved areas of the Ark-La-Tex. Project NeighborHealth operates two clinics in Shreveport, WK Community Health & Education Center in the Martin Luther King neighborhood, and WK Community Health and Wellness Center in the Allendale neighborhood in addition to WK Bradley Medical Clinic in Bradley, Ark. Each clinic provides care to patients regardless of their ability to pay. The clinics offer not only access to care but educational opportunities that promote prevention and well-being.
WK Tots to Teens Pediatric Center	Shreveport/Bossier Community	845 Olive Street Shreveport, LA 71104	(318) 226-4892		Project NeighborHealth was instituted by Willis-Knighton to directly reach out to people in medically underserved areas of the Ark-La-Tex. Project NeighborHealth operates two clinics in Shreveport, WK Community Health & Education Center in the Martin Luther King neighborhood, and WK Community Health and Wellness Center in the Allendale neighborhood in addition to WK Bradley Medical Clinic in Bradley, Ark. Each clinic provides care to patients regardless of their ability to pay. The clinics offer not only access to care but educational opportunities that promote prevention and well-being.

ABUSE - These agencies help the adult/elderly/children with issues of abuse, violence, or neglect.

1. STATE OF LOUISIANA ADULT PROTECTION (AGE 18 to 59)	800-898-4910
2. BAFB FAMILY PROGRAM (Military only)	318-456-6595
3. CENTERPOINT (REFERRALS)	318-227-2100
4. CHILD PROTECTION	
*BOSSIER	318-741-7340
*CADD0	318-676-7622
5. DOMESTIC VIOLENCE SAFEHOUSE	318-226-5015
6. ELDERLY PROTECTION (AGE 60 and OLDER)	318-676-5200
7. INNOVATED THERAPY	318-865-6406
8. LIFE CHANGING SOLUTIONS	318-213-0904
9. MENTAL HEALTH REHAB	318-631-1122
10. PROVIDENCE HOUSE	318-226-5015
11. SAMARITAN COUNSELING CENTER	318-221-6121
12. VISION INTEGRATED PROGRAMS (INCLUDES ANGER)	318-742-6910
13. YOU ARE NOT ALONE COUNSELING	318-221-0375

Adult / Elderly

CLOTHING - These agencies provide clothing to the needy or homeless.

1. ARK-LA-TEX CRISIS PREGNANCY CTR (BABIES)	318-861-4600
2. CENTERPOINT (REFERRALS)	318-227-2100
3. CHRISTIAN SERVICES	318-221-4857
4. CHURCH OF THE HOLY CROSS - HOPE HOUSE	318-220-7650
5. FIRST UNITED METHODIST CHURCH (CLOTHING VOUCHER)	318-429-6882
6. GALILEE BAPTIST CHURCH	318-221-2629
7. HERBERT HOUSE	318-222-1156
8. LAKESIDE COMMUNITY CENTER	318-222-2436
9. PROVIDENCE HOUSE (REFERRALS THRU CENTERPOINT)	318-221-7887
10. RESCUE MISSION (THRIFT STORE)	318-227-2868
11. SALVATION ARMY SOCIAL SERVICES (THRIFT STORE)	318-424-7200
12. UCAP (UNITED CHRISTIAN ASSISTANCE PROGRAM)	318-377-6804
13. WINNERS CIRCLE SUPPORT CENTER (LITTLE RED HOUSE)	318-686-6483

DAILY LIVING - These agencies help the adult/elderly with issues of daily living such as transportation, meals, utilities, rent, or recreation.

1. ADULT DAYCARE (SCHUMPERT)	318-681-6400
2. ADULT DAYCARE (COMFORT & JOY, LLC)	318-670-3933
3. BOSSIER COUNCIL ON AGING (INCLUDES HOUSEKEEPING)	318-741-7358
4. CADD0 COMMUNITY ACTION AGENCY	318-861-4808
5. CADD0 COUNCIL ON AGING (NO TRANSPORTATION)	318-676-7900

6. CENTERPOINT (REFERRALS)	318-227-2100
7. CITY OF SHREVEPORT - COMMUNITY DEVELOPMENT	318-673-5900
8. MANGUM METHODIST CHURCH	318-636-7376
9. SALVATION ARMY	318-429-7467
10. SENIORS' CLUB (ADULT DAY CARE)	318-635-0010
11. SHREVEPORT/BOSSIER RESCUE MISSION	318-621-9613
12. UCAP (UNITED CHRISTIAN ASSISTANCE PROGRAM)	318-377-6804

DEATH/BURIAL - Programs that provide financial assistance to help families who have lost a loved one pay for the funeral and/or the cremation or interment of the individual's remains

1. CADDO COMMUNITY ACTION AGENCY	318-861-4808
2. DAVID'S GIFTS	318-560-2885

DISABLED - These agencies all provide help to the disabled by providing advocacy, recreation, education, treatment or financial assistance.

1. CADDO COUNCIL ON AGING	318-676-7900
2. CENTERPOINT	318-227-2100
3. DEAF ACTION CENTER	318-425-7789
4. EASTER SEAL SOCIETY (MEDICAID WAIVER PROG)	318-221-8244
5. GOODWILL INDUSTRIES (EMPLOYMENT OPPORTUNITY)	318-869-2575
6. LONG TERM PERSONAL CARE (MEDICAID/DISABILITY)	866-229-5222
*ALL RECIPIENTS 65 or OLDER, or AGE 21 w/DISABILITIES	
7. LOUISIANA ASSOCIATION FOR THE BLIND	318-635-6471
8. MARCH OF DIMES	318-869-0400
9. NEW HORIZONS, INC.	318-671-8131
10. SHRINERS HOSPITAL	318-222-5704
11. THE ARC OF CADDO/BOSSIER	318-221-8392
12. THE ARC OF CADDO/BOSSIER RESPITE SERVICES	318-425-8888
13. UCAP (UNITED CHRISTIAN ASSISTANCE PROGRAM)	318-377-6804
14. UNITED METHODIST CHURCH (MEN'S GROUP)	318-221-4716

EMERGENCY ASSISTANCE - These agencies provide emergency assistance to those in need.

1. AMERICAN RED CROSS	318-865-9545
2. NATIONAL RED CROSS DISASTER LINE	866-438-4636
3. BOSSIER COUNCIL ON AGING	318-741-7358
4. BOSSIER OFFICE OF COMMUNITY SERVICES	318-747-1045
5. BOSSIER PARISH CORONER'S OFFICE	318-549-3415
6. CADDO COMMUNITY ACTION AGENCY	318-861-4808
7. CADDO PARISH CORONER'S OFFICE	318-226-6881

8. CADDO PARISH OFFICE OF COMMUNITY SERVICES	318-676-7100
9. CENTERPOINT (BILLS)	318-227-2100
10. CHRISTIAN SERVICES	318-221-4857
11. DAVID RAINES COMMUNITY HEATH	318-425-2252
12. FEMA FEDERAL EMERGENCY MAINTENANCE ASSISTANCE	800-621-3362
13. KINSHIP CARE (OFFICE OF FAMILY SUPPORT)	318-676-7600
14. LIFELINE (PERSONAL RESPONSE & SUPPORT SERVICES)	800-543-3546
15. MATTIE HARRIS MISSION CENTER	318-635-4442
16. MLK CLINIC FREE CLINIC (MEDICAL/PHARMACY)	318-227-2912
17. NWLA INTERFAITH PHARMACY (MEDS)	318-425-3553
18. POISON CONTROL CENTER (NATIONWIDE)	800-222-1222
19. POOL OF SHALOM (VARIOUS SERVICES)	318-631-2212
20. SALVATION ARMY	318-424-3200
21. SHILOAH BAPTIST CHURCH	318-635-8543
22. SHREVEPORT POLICE DEPARTMENT - NON-EMERGENCIES	318-673-7300
23. UCAP (UNITED CHRISTIAN ASSISTANCE PROGRAM)	318-377-6804
24. UNITED WAY OF NORTHWEST LA	318-677-2504
25. VICTIMS OF CRIME	
*SHREVEPORT POLICE	318-673-7300
*CADDO PARISH SHERIFF	318-675-2170

FOOD - These agencies provide food for the needy.

1. ABUNDANT LIFE ASSEMBLY OF GOD (TUES & THURS)	318-687-7055
2. AMERICAN RED CROSS - NW CHAPTER	318-865-9545
3. BLANCHARD FIRST BAPTIST CHURCH (BLANCHARD ONLY)	318-929-2346
4. CADDO COMMUNITY CENTER - LAKESIDE COMMUNITY	318-222-2436
5. CADDO COUNCIL ON AGING	318-676-7900
6. CADDO PARISH CATHOLIC HOTLINE	318-865-7807
7. CADDO PARISH FOOD STAMP/ FAMILY SUPPORT PROGRAM	318-676-7600
8. CALVARY BAPTIST CHURCH	318-636-4930
9. CATHOLIC PARISH HOTLINE	318-865-7807
10. CENTERPOINT	318-227-2100
11. CHRIST THE KING (Bossier Resident's Only)	318-425-1669
12. FAITH METHODIST OUTREACH PROGRAM	318-865-8840
13. SHREVEPORT COMMUNITY CHURCH	318-671-7100
14. THE RED HOUSE DISTRIBUTION CENTER	318-686-6483
15. FROM BONDAGE TO FREEDOM	318-631-3283
16. GALILEE BAPTIST CHURCH	318-221-2629
17. HOSPITALITY HOUSE	318-222-0809
18. HUMANA MEDICARE MEALS ON WHEELS PROGRAM	866-966-3257
19. JOHN CALVIN PRESBYTERIAN CHURCH	318-686-3870
20. LAKEVIEW UNITED METHODIST	318-635-5617
21. MEALS ON WHEELS	318-676-7900
22. NEW BIRTH BAPTIST	318-221-5583
23. NEW CREATION FAMILY CHURCH	318-671-9463
24. NEW ELIZABETH BAPTIST CHURCH	318-631-8070

25. NOEL NEIGHBORHOOD MINISTRIES/ FOOD PANTRY	318-424-0434
26. NORTHWEST LA FOOD BANK	318-675-2400
27. NORTH HIGHLAND UNITED METHODIST CHURCH	318-221-4716
28. OPERATION STAND DOWN	318-227-2100
29. SALVATION ARMY SOCIAL SERVICES	318-424-7200
30. SHREVEPORT/BOSSIER RESCUE MISSION	318-227-2868
31. SUMMER GROVE UMC	318-686-2514
32. SVDP - (ST. VINCENT DEPAUL)	318-861-7837
33. UCAP (UNITED CHRISTIAN ASSISTANCE PROGRAM)	318-377-6804
34. WINNERS CIRCLE	318-686-6483

HIV/AIDS - These agencies provide help to persons with HIV/AIDS.

1. CADDO PARISH HEALTH UNIT (ALL INCLUDING STD)	318-676-5222
2. GENTIVA ADULT/CHILDREN SERVICES	318-865-8865
3. LSUHSC (VIRAL DISEASE CLINIC)	318-862-9977
4. MERCY CENTER	318-221-8219
5. OFFICE OF PUBLIC HEALTH -NW REGION VII	318-676-7470
6. PHILADELPHIA CENTER	318-222-6633

INSURANCE/MEDICAL ASSISTANCE - These agencies provide insurance information.

1. MEDICAID	877-252-2447
2. SOCIAL SECURITY ADMINISTRATION	800-772-1213
3. VETERAN AFFAIRS (Local 676-7540)	800-827-1000

MENTAL/EMOTIONAL ASSISTANCE - These agencies provide counseling or support for people in need.

1. ALCOHOLICS ANONYMOUS CENTRAL OFFICE	318-865-2172
2. ANTARES BEHAVIORAL HEALTH	318-688-6228
3. BIEDNEHARN - NW COUNCIL ON ALCOHOLISM/DRUG ABUSE	318-550-0016
4. BRENTWOOD	318-678-7500
5. CENTERPOINT	318-227-2100
6. CENTER FOR FAMILIES	318-227-8818
7. COMMUNITY ENRICHMENT PROGRAMS	318-675-0406
8. COMMUNITY SUPPORT PROGRAMS PROJECT	318-865-1422
9. COUNCIL ON ALCOHOLISM AND DRUG ABUSE	318-222-8511
10. FAMILY SERVICES UNLIMITED	318-226-9944
11. HELPING HANDS FOR COMMUNITY DEVELOPMENT	318-227-1113
12. OFFICE OF BEHAVIORAL HEALTH - CENTER FOR ADDICTIVE DISORDERS	318-632-2040
13. ONE GREAT RIVER (MOTHERS AGAINST DRUGS OF LA)	318-798-0880
14. PINES TREATMENT CENTER	318-632-2010
15. VETERAN'S ADMINISTRATION (OVERTON BROOKS) MEDICAL	318-221-8411

SHELTERS - These agencies provide shelter for people in need.

1. BRIDGES (MENTALLY ILL)	318-425-2912
2. CHRISTIAN SERVICES - SINGLE MEN/WOMEN NO KIDS	318-221-4857
3. COMMUNITY SUPPORT PROGRAMS CASE MGMT	318-865-1422
4. GRACE COMMUNITY OUTREACH	318-828-1130
5. HAP HOUSE (MENTALLY ILL OR PHYSICALLY CHALLENGED)	318-747-1919
6. HERBERT HOUSE - SINGLE HOMELESS MEN	318-222-1156
7. MCDADE HOUSE - SOCIAL WORKER ONLY REFERRAL	318-681-6560
8. NOEL NEIGHBORHOOD MINISTRIES	318-424-0434
9. PROVIDENCE HOUSE	318-221-7887
10. SALVATION ARMY SHELTER OF HOPE TRANSITIONAL CENTER	318-424-3200
11. SHREVEPORT/BOSSIER RESCUE MISSION	318-227-2868

OTHER RESOURCES -

1. ADVOCACY CENTER FOR ELDERLY	318-227-6186
2. AMERICAN CANCER SOCIETY	318-227-8901
3. CADDO-BOSSIER CHILDREN SERVICES	318-676-7600
4. CITY OF SHREVEPORT COMMUNITY DEVELOPMENT DEPT.	318-673-5900
5. COUNCIL ON AGING:	
*BOSSIER	318-741-7358
*CADDO	318-676-7900
6. ELDER CARE LOCATOR (REF. AGENCY)	800-677-1116
7. MULTIPLE SCLEROSIS ASSOCIATION OF AMERICA	877-677-6884
8. PANCAN (PANCREATIC CANCER ACTION NETWORK)	877-272-6226
9. NW LA TEAM HOPE COORDINATOR	318-779-5273
10. PROJECT AYUDA SENIOR CITIZENS JOB PLACEMENT	318-221-7611

Children**DAILY LIVING** - These agencies provide recreation, jobs, placement, education or emotional support for children.

1. A PLACE THAT WARMS THE HEART (SUPPORT GROUP)	318-746-5775
2. VOLUNTEERS OF AMERICA	318-221-2669
3. CADDO COMMUNITY ACTION AGENCY	318-861-4808
4. CADDO CHILD PROTECTION INTAKE (AGES: 2-17)	318-676-7323
5. CASA (TROUBLED CHILDREN/YOUTH PROGS)	318-221-2272
6. CENTERPOINT	318-227-2100
7. CHILD CARE ASSISTANCE	318-676-7600
8. CHILDREN SPECIAL HEALTH SERVICES	318-676-7488
9. CHILD SUPPORT HOTLINE (ENFORCEMENT)	800-256-4650

10. COALITION FOR PARENT EDUCATION (CTR FOR FAMILIES)	318-222-0759
11. COMMUNITY ENRICHMENT PROGRAMS (ALSO MENTAL HEALTH)	318-675-0406
12. CONNECTIONS-THE CHILD CARE NETWORK (NORTHWESTERN)	318-677-3150
13. EARLY STEPS	318-226-8038
14. FOSTER HOME CARE:	
☐ ALTERNATE FAMILY CARE GROUP (HOME DEVELOPMENT)	318-676-7249
☐ BOSSIER KIDS	318-741-1934
☐ FOSTER CARE HOME (CHILDREN/FAMILY SVCS)	318-676-7100
☐ FOSTER GRANDPARENTS PROGRAM (CCOA)	318-676-7900
☐ RUTHERFORD HOUSE	318-222-0222
15. HEALTH UNIT	
*BOSSIER	318-741-7314
*CADD0	318-676-5222
16. HOLY ANGELS - RESIDENTIAL FACILITY	318-797-8500
17. JOHNNY GRAY YOUTH SHELTER (TROUBLED CHILDREN)	318-747-1459
18. KINSHIP CARE	318-676-7000
19. LSUMC CHILDRENS CENTER (AGRICULTURE CENTER-NUTRITION)	318-632-2030
20. NEW HORIZONS	318-671-8131
21. OFFICE FOR CITIZENS WITH DEVELOPMENTAL DISABILITY	318-741-7455
22. OFFICE OF COMMUNITY SERVICES	800-676-5048
*BOSSIER	318-747-1045
*CADD0	318-676-7269
23. OFFICE OF FAMILY SUPPORT	
*BOSSIER	800-256-7777
*CADD0	318-676-7600
24. PARENTING COURSES:	
*BROADMOOR BAPTIST CHURCH	318-868-6552
*COALITION FOR PARENT EDUCATION (CTR FOR FAMILIES)	318-222-0759
*ST. CATHERINES COMMUNITY CENTER	318-865-9817
25. PROJECT BABY CARE	
26. RUTHERFORD HOUSE (TROUBLED CHILDREN)	318-222-0222
27. SHARE	318-681-4600
28. SHRINER'S HOSPITAL FOR CRIPPLED CHILDREN	318-222-5704
29. TAPSI (TEENAGE PARENTS STAY IN SCHOOL)	318-222-5606
30. THE ARC OF CADD0/ BOSSIER	318-221-8392
31. THE COMPASSIONATE FRIENDS	318-697-4493
32. YOUTH ENRICHMENT PROGRAM	318-865-0749

ADOLESCENT/JUVENILE

1. ALANON (SUPPORT GROUP FOR ALL) (ALCOHOL/DRUGS)	318-683-1399
2. BRENTWOOD	318-678-7500
3. CENTER FOR FAMILIES (CODAC)	318-227-8818
4. COMMUNITY SUPPORT PROGRAMS (ALL AREA PARISHES)	318-865-1422
5. COMMUNITY ENRICHMENT PROGRAM (MENTAL HEALTH)	318-675-0406
6. DIVORCE RECOVERY GROUP (BROADMOOR BAPTIST)	318-868-6552
7. FIRST STEP SERVICE (AGES 14 AND UP)	318-222-4222

8. HAMILTON TERRACE LEARNING CENTER (ALTERNATIVE)	318-222-4518
9. JOB CORPS	318-227-9331
10. JUVENILE DETENTION CENTER	318-226-6771
11. LIGHTHOUSE (THE) AFTER SCHOOL/MENTORING PROGRAMS	318-429-7510
12. NW REGIONAL ALCOHOL/DRUG ABUSE (AGES 14 AND UP)	318-632-2040
13. PREGNANCY ISSUES:	
*CRISIS PREGNANCY CENTER	318-861-4600
*VOLUNTEERS OF AMERICA PREGNANCY HOTLINE	800-222-3196
*VOLUNTEERS OF AMERICA - PREGNANCY/ADOPTION	318-221-5000
14. SHREVEPORT COMMUNITY RENEWAL (ONLY SPECIFIC AREAS)	318-425-3222
15. VOLUNTEERS FOR YOUTH JUSTICE	318-425-4413

BABY/NEWBORN RESOURCES

1. CADD0 PARISH HEALTH UNIT (WIC)	318-676-5222
2. CENTERPOINT (REFERRALS and INFORMATION)	318-227-2100
3. CHILDREN ADVOCACY	
*CRISIS PREGNANCY CENTER (FORMULA, ETC.)	318-861-4600
*DAVID RAINES COMMUNITY CENTER (WIC)	318-425-2252
4. NOEL NEIGHBORHOOD MINISTRIES (DIAPERS)	318-424-0434
5. RONALD MCDONALD HOUSE, MONROE, LA	318-387-7933
6. RONALD MCDONALD HOUSE, NEW ORLEANS, LA	504-486-6668
7. ST. VINCENT DEPAUL SOCIETY	318-865-7807
8. UCAP (UNITED CHRISTIAN ASSITANCE PROGRAM)	318-377-6804



INFORMATION GAPS



Information Gaps

- While the following information gaps exist in the health data section of this report, please note that every effort was made to compensate for these gaps in the interviews conducted by CHC Consulting.
 - This assessment seeks to address the community's health needs by evaluating the most current data available. However, published data inevitably lags behind due to publication and analysis logistics. The majority of data available could only be found through 2009 or 2010.
 - The Louisiana Department of Health and Hospitals does not calculate age-adjusted death rates for the leading mortality causes. CHC Consulting contacted the Department and was able to obtain the most recent data, which is the 2010 crude death rates.
 - County level data was not available for many of the BRFSS indicators. In order to compensate, data at the region level was compared to the state.



ABOUT COMMUNITY HOSPITAL CONSULTING





About CHC Consulting

- Community Hospital Corporation owns, manages and consults with hospitals through three distinct organizations – CHC Hospitals, CHC Consulting and CHC ContinueCare, which share a common purpose of preserving and protecting community hospitals.
- Based in Plano, Texas, CHC provides the resources and experience community hospitals need to improve quality outcomes, patient satisfaction and financial performance. For more information about CHC, please visit the website at www.communityhospitalcorp.com.
- Willis-Knighton Health System contracted with CHC Consulting to conduct its CHNAs and assist with its Implementation Plans, which included the following:
 - Description of the hospital's mission, vision and services;
 - Analysis of study area demographics and community health status;
 - Input from persons with special expertise in public health and leaders or members of medically underserved, low-income or minority populations;
 - Listing of prioritized health needs of the community;
 - Listing of additional services available in the community to meet the identified needs;
 - A hospital specific implementation strategy that describes how the hospital plans to meet the health need, or identifies the health need as one the hospital does not intend to meet and explains why.



APPENDIX

- SUMMARY OF DATA SOURCES
- DEMOGRAPHIC DATA FINDINGS
- HEALTH DATA FINDINGS
- SURVEY DATA FINDINGS
- INTERVIEWEE BIOGRAPHIES



Summary of Data Sources

- **Demographics**

- The **United States Census Bureau** American FactFinder provides access to data about the United States, Puerto Rico and the Island Areas. The data in American FactFinder come from several censuses and surveys.
- The **Annie E. Casey Foundation** is a private charitable organization, dedicated to helping build better futures for disadvantaged children in the United States. One of their initiatives is the **Kids Count Data Center**, which provides access to hundreds of measures of child well-being by county and state; <http://datacenter.kidscount.org/>
- The United States Bureau of Labor Statistics, Local Area Unemployment Statistics provides unemployment statistics by county and state; <http://www.bls.gov/lau/#tables>

- **Health Data**

- The **County Health Rankings** are made available by the Robert Wood Jonson Foundation and the University of Wisconsin Population Health Institute. The Rankings measure the health of nearly all counties in the nation and rank them within states. The Rankings are compiled using county-level measures from a variety of national and state data sources. These measures are standardized and combined using scientifically-informed weights. The Rankings are based on a model of population health that emphasizes the many factors that, if improved, can help make communities healthier places to live, learn, work and play. Building on the work of America's Health Rankings, the University of Wisconsin Population Health Institute has used this model to rank the health of Wisconsin's counties every year since 2003; <http://www.countyhealthrankings.org/>

Summary of Data Sources

- **Health Data Continued**

- The **Louisiana Department of Health and Hospitals** provides detailed information including recent statistics and new policy and program information. The 2010 Louisiana Health Report Card is an annual report on the overall state of health in Louisiana.
<http://new.dhh.louisiana.gov/assets/oph/Center-RS/healthstats/HlthRprtCrd2010.pdf>
- The **2009 Louisiana Behavioral Risk Factor Surveillance System (BRFSS) Report** is provided by the Louisiana Department of Health and Hospitals, and presents results from specified years of BRFSS for the state of Louisiana. All civilian, non-institutionalized state residents aged 18 and older with a household landline telephone are eligible for survey participation. Respondents were selected randomly from the sample of eligible individuals. The 2009 BRFSS was stratified by the nine designated health regions to provide estimates for each region.
http://new.dhh.louisiana.gov/assets/oph/pcrh/brfss/BRFSS_2009_Final_Version.pdf
- The **F as in Fat: How Obesity Threatens America's Future 2012** provides detailed information and rankings on the status of obesity, diabetes and other related conditions for each state in America. The report can be viewed at <http://healthyamericans.org/report/100/>.



Summary of Data Sources

- **Health Data Continued**

- The United States Census Bureau's Small Area Health Insurance Estimates provide insured and uninsured rates by county up to the year 2010;
<http://www.census.gov/did/www/sahie/data/interactive/>
- The U.S. Department of Health and Human Services Health Resources and Services Administration (HRSA) allows the user to find health professional shortage areas by state and county with regard to primary care, mental health and dental services. Health Professional Shortage Areas (HPSAs) are designated by HRSA as having shortages of primary medical care, dental or mental health providers and may be geographic (a county or service area), demographic (low income population) or institutional (comprehensive health center, federally qualified health center or other public facility). Medically Underserved Areas/Populations are areas or populations designated by HRSA as having: too few primary care providers, high infant mortality, high poverty and/or high elderly population;
<http://hpsafind.hrsa.gov/>

- **Phone Interviews**

- CHC Consulting conducted interviews on behalf of Willis-Knighton Health System from November 15, 2012 to January 3, 2013.
- Conducted by Katie Smith, Research Analyst and Courtney Cross, Planning Analyst Intern



DEMOGRAPHIC DATA

Demographics

Population Growth				
Geographic Location	CY 2000	CY 2010	2000-2010 Change	2000-2010 %
Louisiana	4,468,976	4,533,372	64,396	1.4%
Bossier Parish	98,310	116,979	18,669	19.0%
Caddo Parish	252,161	254,969	2,808	1.1%

Source : US Census Bureau 2000 and 2010 data

Population by Age					
Geographic Location	Age Cohort	CY 2000	CY 2010	2000-2010 Change	2000-2010 % Change
Louisiana	Under 20	1,368,029	1,254,237	-113,792	-8.3%
	20 to 24	325,571	338,309	12,738	3.9%
	25 to 34	601,162	628,433	27,271	4.5%
	35 to 64	1,657,285	1,754,536	97,251	5.9%
	65 and over	516,929	557,857	40,928	7.9%
	Total Population	4,468,976	4,533,372	64,396	1.4%
Bossier Parish	Under 20	30,338	33,020	2,682	8.8%
	20 to 24	6,766	8,404	1,638	24.2%
	25 to 34	13,720	17,509	3,789	27.6%
	35 to 64	37,227	44,020	6,793	18.2%
	65 and over	10,259	14,026	3,767	36.7%
	Total Population	98,310	116,979	18,669	19.0%
Caddo Parish	Under 20	75,322	70,067	-5,255	-7.0%
	20 to 24	17,815	18,249	434	2.4%
	25 to 34	32,522	35,186	2,664	8.2%
	35 to 64	92,058	96,824	4,766	5.2%
	65 and over	34,444	34,643	199	0.6%
	Total Population	252,161	254,969	2,808	1.1%

Source : US Census Bureau 2000 and 2010 data

Population by Race					
Geographic Location	Race	CY 2000	CY 2010	2000-2010 Change	2000-2010 % Change
Louisiana	African American	1,451,944	1,452,396	452	0.0%
	American Indian and Alaska Native	25,477	30,579	5,102	20.0%
	Asian	54,758	70,132	15,374	28.1%
	Native Hawaiian and Pacific Islander	1,240	1,963	723	58.3%
	White	2,856,161	2,836,192	-19,969	-0.7%
	Identified by two or more	48,265	72,883	24,618	51.0%
	Other	31,131	69,227	38,096	122.4%
	Total	4,468,976	4,533,372	64,396	1.4%
Bossier Parish	African American	20,468	24,461	3,993	19.5%
	American Indian and Alaska Native	511	641	130	25.4%
	Asian	1,234	1,927	693	56.2%
	Native Hawaiian and Pacific Islander	81	163	82	101.2%
	White	73,403	84,430	11,027	15.0%
	Identified by two or more	1,625	2,552	927	57.0%
	Other	988	2,805	1,817	183.9%
	Total	98,310	116,979	18,669	19.0%
Caddo Parish	African American	112,483	120,264	7,781	6.9%
	American Indian and Alaska Native	978	1,092	114	11.7%
	Asian	1,732	2,683	951	54.9%
	Native Hawaiian and Pacific Islander	76	126	50	65.8%
	White	133,424	124,942	-8,482	-6.4%
	Identified by two or more	2,412	3,758	1,346	55.8%
	Other	1,056	2,104	1,048	99.2%
	Total	252,161	254,969	2,808	1.1%

Source : US Census Bureau 2000 and 2010 data

Population by Ethnicity					
Geographic Location	Race	CY 2000	CY 2010	2000-2010 Change	2000-2010 % Change
Louisiana	Hispanic or Latino (of any race)	107,738	192,560	84,822	78.7%
	Not Hispanic or Latino	4,361,238	4,340,812	-20,426	-0.5%
	Total	4,468,976	4,533,372	64,396	1.4%
Bossier Parish	Hispanic or Latino (of any race)	3,063	7,026	3,963	129.4%
	Not Hispanic or Latino	95,247	109,953	14,706	15.4%
	Total	98,310	116,979	18,669	19.0%
Caddo Parish	Hispanic or Latino (of any race)	3,750	6,129	2,379	63.4%
	Not Hispanic or Latino	248,411	248,840	429	0.2%
	Total	252,161	254,969	2,808	1.1%

Source : US Census Bureau 2000 and 2010 data

Hispanic / Latino Population Expanded					
Geographic Location	Race	CY 2000	CY 2010	2000-2010 Change	2000-2010 % Change
Louisiana	Mexican	32,267	78,643	46,376	143.7%
	Puerto Rican	7,670	11,603	3,933	51.3%
	Cuban	8,448	10,330	1,882	22.3%
	Other Hispanic or Latino	59,353	91,984	32,631	55.0%
	Total	107,738	192,560	84,822	78.7%
Bossier Parish	Mexican	1,811	4,957	3,146	173.7%
	Puerto Rican	375	441	66	17.6%
	Cuban	52	96	44	84.6%
	Other Hispanic or Latino	825	1,532	707	85.7%
	Total	3,063	7,026	3,963	129.4%
Caddo Parish	Mexican	1,916	3,934	2,018	105.3%
	Puerto Rican	314	437	123	39.2%
	Cuban	96	137	41	42.7%
	Other Hispanic or Latino	1,424	1,621	197	13.8%
	Total	3,750	6,129	2,379	63.4%

Source : US Census Bureau 2000 and 2010 data

Non - Hispanic / Latino Population (White Only)					
Geographic Location	Race	CY 2000	CY 2010	2000-2010 Change	2000-2010 % Change
Louisiana	White Alone	2,794,391	2,734,884	-59,507	-2.1%
Bossier Parish	White Alone	71,701	80,991	9,290	13.0%
Caddo Parish	White Alone	131,527	121,969	-9,558	-7.3%

Source : US Census Bureau 2000 and 2010 data

Median Age			
Geographic Location	CY 2000	CY 2010	2000 - 2010 % Change
Louisiana	34	35.8	5.3%
Bossier Parish	33.8	34.7	2.7%
Caddo Parish	35.1	36.4	3.7%

Source : US Census Bureau 2000 and 2010 data

People in Poverty				
Year	Amount	Louisiana	Bossier Parish	Caddo Parish
2007	Number	783,920	15,890	56,370
	Percent	19%	15%	23%
2008	Number	755,150	14,720	48,890
	Percent	18%	14%	20%
2009	Number	769,000	15,620	41,920
	Percent	18%	14%	17%
2010	Number	831,510	16,090	48,610
	Percent	19%	14%	20%
2011	Number	910,270	16,590	54,080
	Percent	21%	14%	22%

Source : datacenter.kidscount.org (utilizing data from Agenda for Children)

Children in Poverty				
Year	Amount	Louisiana	Bossier Parish	Caddo Parish
2007	Number	285,430	6,390	22,670
	Percent	27%	22%	36%
2008	Number	274,240	5,870	18,650
	Percent	25%	20%	30%
2009	Number	274,810	5,330	16,850
	Percent	25%	19%	27%
2010	Number	302,060	6,500	19,280
	Percent	27%	22%	31%
2011	Number	317,950	6,320	20,470
	Percent	29%	21%	33%

Source : datacenter.kidscount.org (utilizing data from Agenda for Children)

Public School Students Eligible to Receive Free or Reduced Lunch				
Year	Amount	Louisiana	Bossier Parish	Caddo Parish
2006	Number	419,590	8,379	26,397
	Percent	62%	43%	61%
2007	Number	433,532	8,575	26,928
	Percent	63%	43%	62%
2008	Number	447,760	8,582	27,120
	Percent	65%	43%	63%
2009	Number	457,566	9,390	28,107
	Percent	66%	46%	65%
2010	Number	464,752	9,367	28,096
	Percent	66%	45%	65%

Source : datacenter.kidscount.org (utilizing data from Agenda for Children)

Note: Year represents the academic school year, not calendar year.



HEALTH DATA

Health Data

2012 County Health Rankings	Louisiana	Caddo Parish	Bossier Parish
Health Outcomes		37	5
MORTALITY		40	2
Premature death	10,361	11,099	8,036
MORBIDITY		36	16
Poor or fair health	19%	18%	17%
Poor physical health days	3.7	3.6	3.3
Poor mental health days	3.2	2.7	3.2
Low birthweight	11.0%	13.6%	10.9%
Health Factors		19	11
HEALTH BEHAVIORS		16	22
Adult smoking	22%	22%	28%
Adult obesity	33%	32%	31%
Physical inactivity	30%	31%	27%
Excessive drinking	15%	13%	16%
Motor vehicle crash death rate	22	19	16
Sexually transmitted infections	626	1,150	532
Teen birth rate	55	67	55
CLINICAL CARE		2	12
Uninsured	20%	19%	17%
Primary care physicians	863:01:00	451:1	1,298:1
Preventable hospital stays	93	82	89
Diabetic screening	79%	79%	83%
Mammography screening	63%	62%	61%
SOCIAL & ECONOMIC FACTORS		40	11
High school graduation	67%	58%	76%
Some college	52%	54%	57%
Unemployment	7.5%	7.4%	5.8%
Children in poverty	27%	31%	22%
Inadequate social support	23%	24%	20%
Children in single-parent households	41%	54%	33%
Violent crime rate	676	851	1,121
PHYSICAL ENVIRONMENT		57	44
Air pollution-particulate matter days	4	5	1
Air pollution-ozone days	7	16	14
Access to recreational facilities	9	10	11
Limited access to healthy foods	14%	21%	16%
Fast food restaurants	53%	58%	55%

Source: The Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute (www.countyhealthrankings.org)

Note: "-" indicates that data was not available or not calculated.

Causes of Death 2008 - 2010

Cause of Death and Location	2008		2009		2010	
	Number	Crude Rate	Number	Crude Rate	Number	Crude Rate
Disease of Heart						
Louisiana	10,228	231.9	10,131	225.5	10,230	225.7
Bossier Parish	205	186.2	216	191.1	216	184.6
Caddo Parish	601	236.5	574	222.1	584	229.0
Malignant Neoplasms						
Louisiana	9,065	205.5	9,049	201.4	9,176	202.4
Bossier Parish	179	162.6	219	193.8	198	169.3
Caddo Parish	578	227.5	575	222.5	620	243.2
Cerebrovascular Diseases						
Louisiana	2,062	46.7	2,051	45.7	1,971	43.5
Bossier Parish	30	27.2	53	46.9	34	29.1
Caddo Parish	118	46.4	115	44.5	95	37.3
Chronic Lower Respiratory Diseases						
Louisiana	1,874	42.5	1,875	41.7	1,933	42.6
Bossier Parish	68	61.8	66	58.4	70	59.8
Caddo Parish	175	68.9	150	58.0	188	73.7
Accidents						
Louisiana	2,347	53.2	2,104	46.8	1,953	43.1
Bossier Parish	47	42.7	36	31.8	47	40.2
Caddo Parish	122	48.0	136	52.6	108	42.4
All Deaths						
Louisiana	40,741	923.7	40,075	892.1	40,488	893.1
Bossier Parish	813	738.3	889	786.5	929	794.2
Caddo Parish	2,705	1,064.5	2,586	1,000.5	2,656	1,041.7

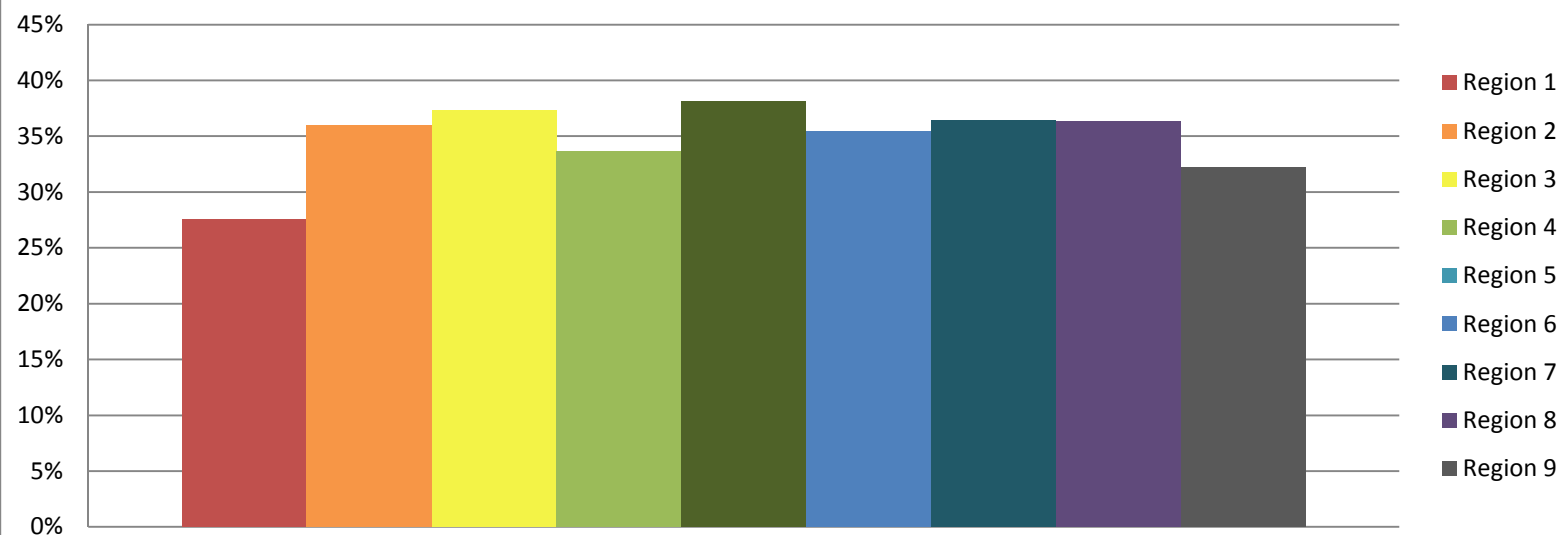
Source: Louisiana Department of Health and Hospitals Center of State Registrar and Vital Records, Death Data 2008 - 2010

Rates represent crude death rates

Data accessed January 23, 2013

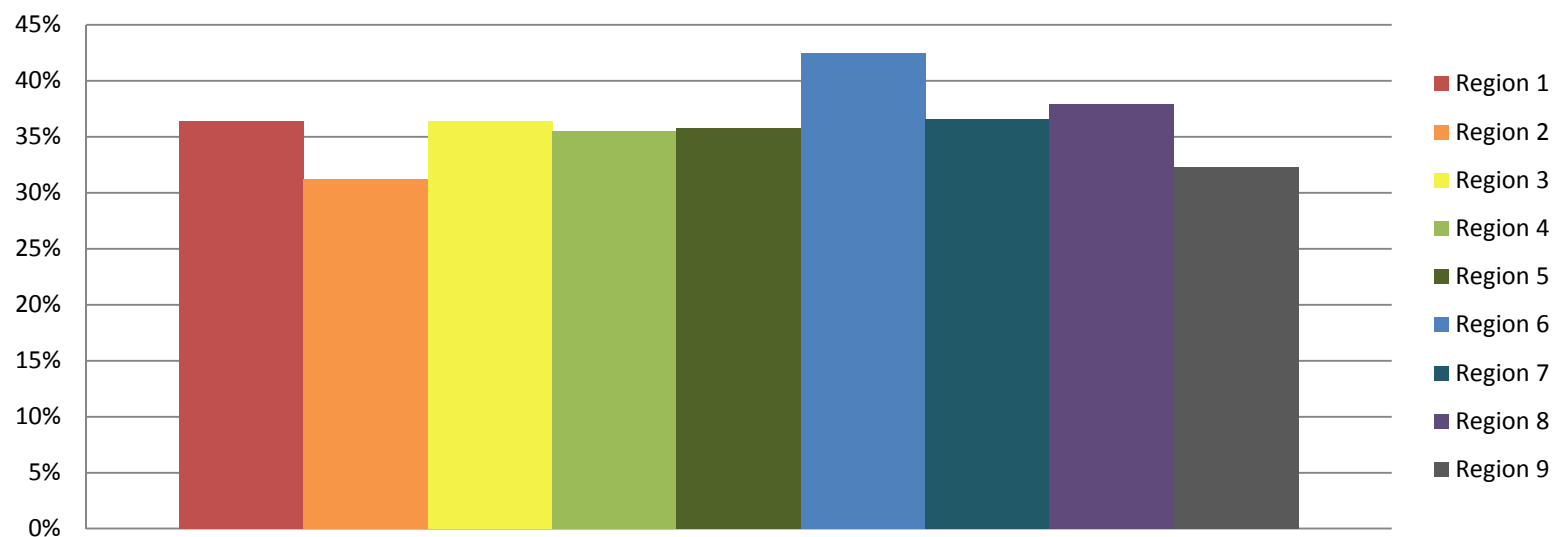
Percentage of Obese Adults, by Public Health Region (2009)

Source: Louisiana
Department of
Health and Hospitals
2009 BRFSS Report



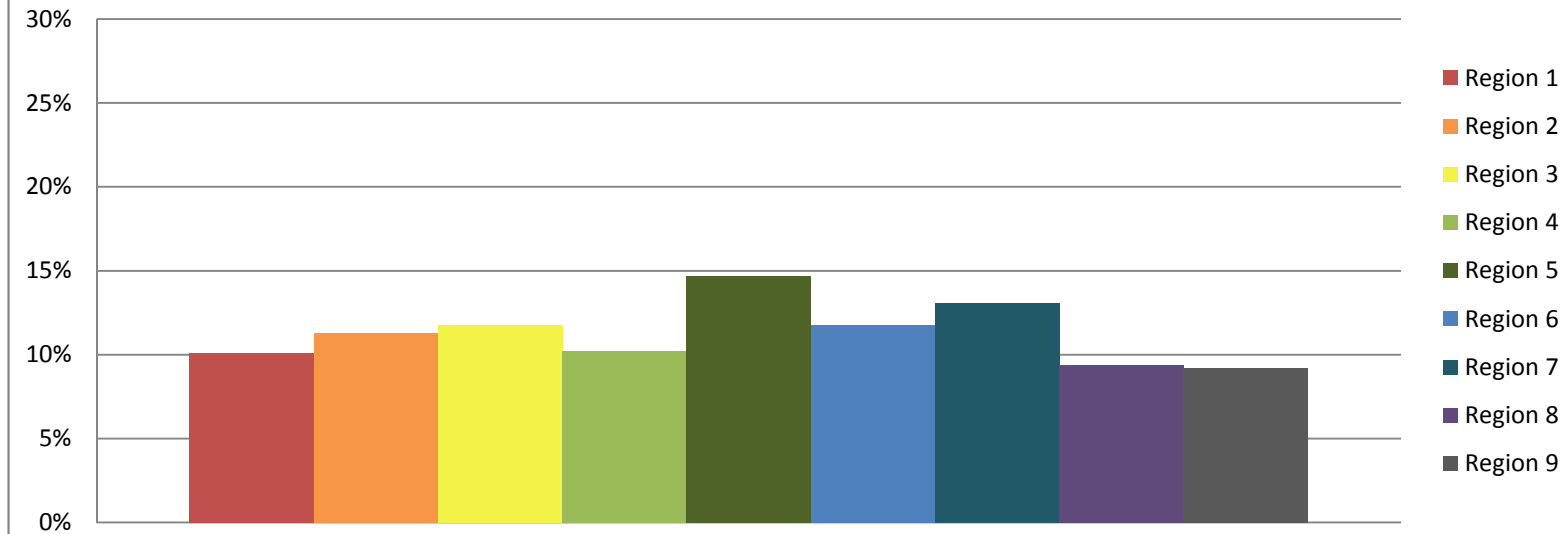
Percentage of People with High Blood Pressure, by Public Health Region (2009)

Source:
Louisiana
Department of
Health and
Hospitals 2009
BRFSS Report



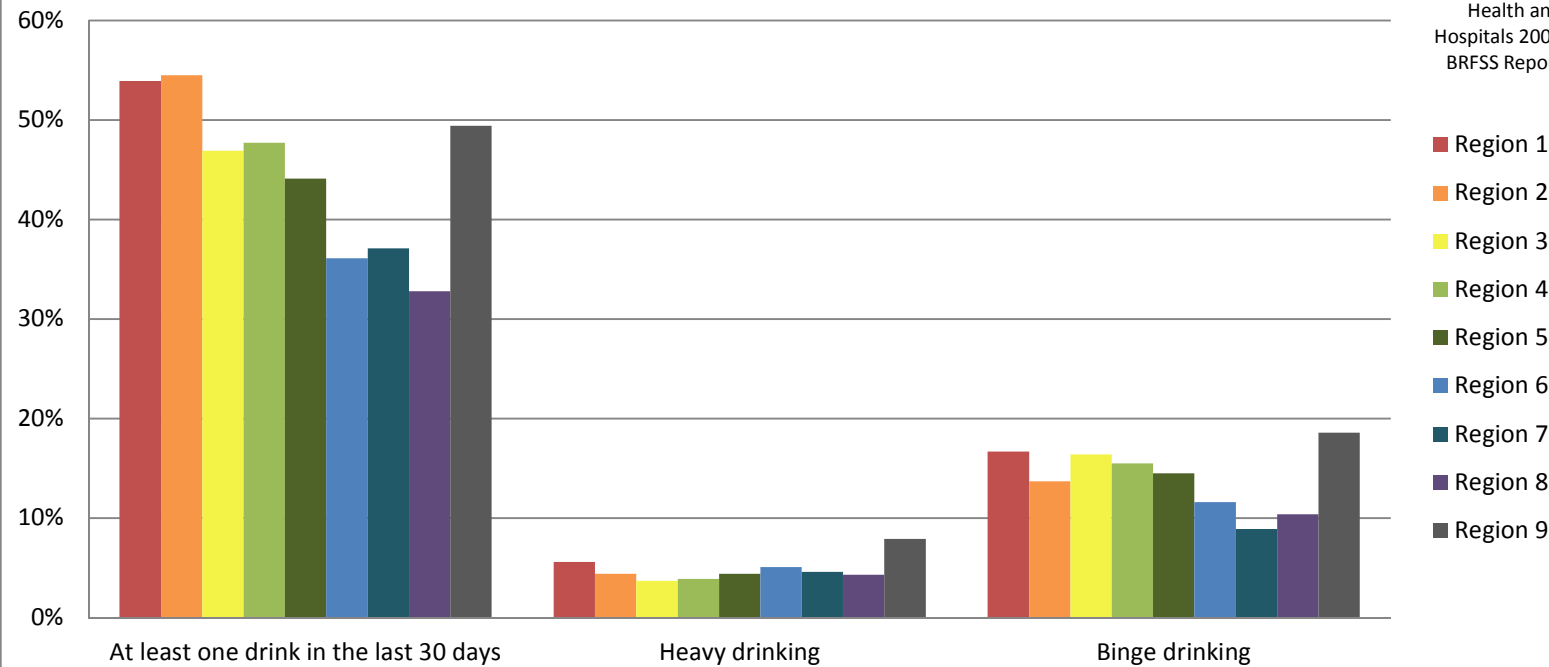
Percentage of People Diagnosed with Diabetes, by Public Health Region (2009)

Source:
Louisiana
Department of
Health and
Hospitals 2009
BRFSS Report



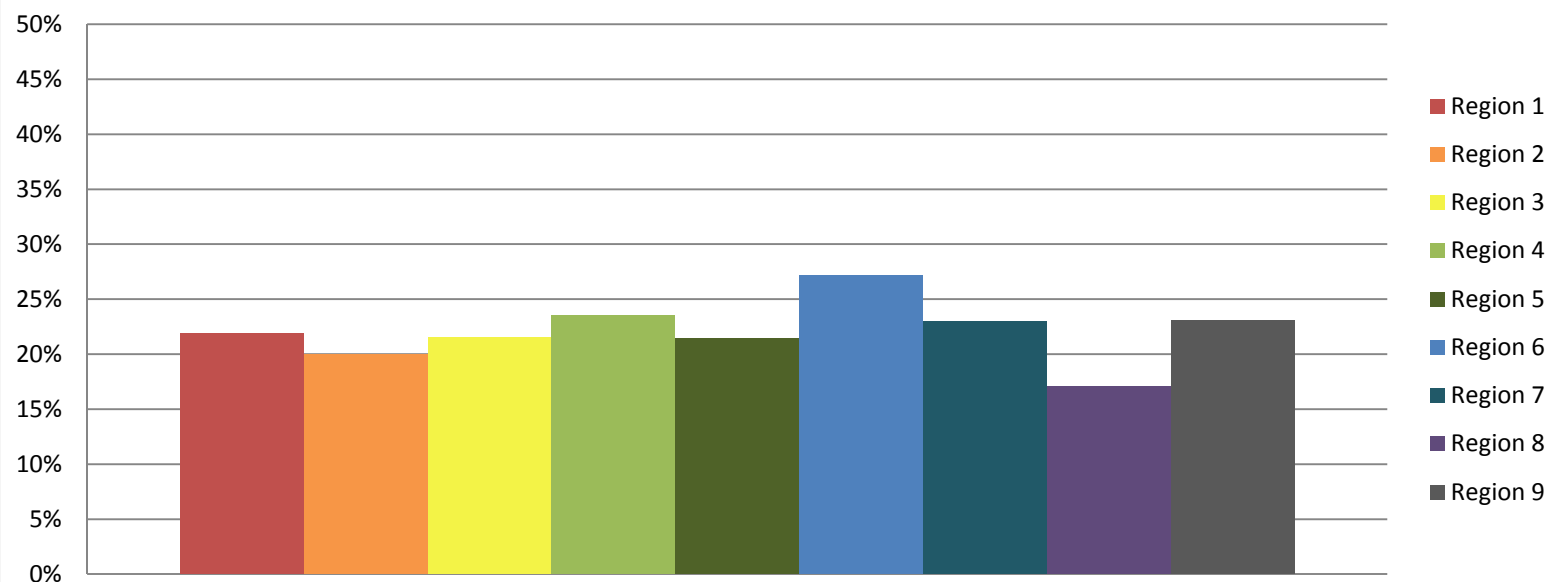
Alcohol Use by Public Health Region (2009)

Source:
Louisiana
Department of
Health and
Hospitals 2009
BRFSS Report



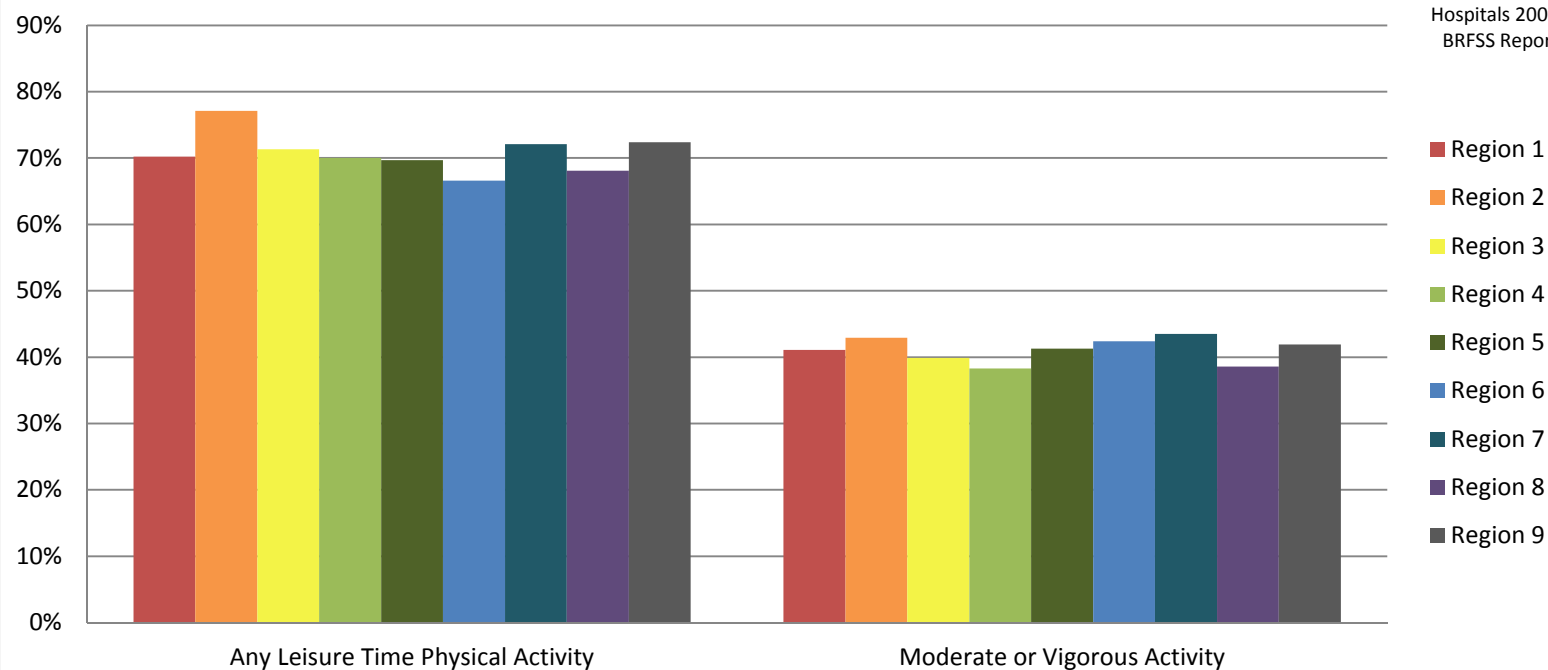
Percentage of Smokers, by Public Health Region (2009)

Source: Louisiana
Department of
Health and
Hospitals 2009
BRFSS Report



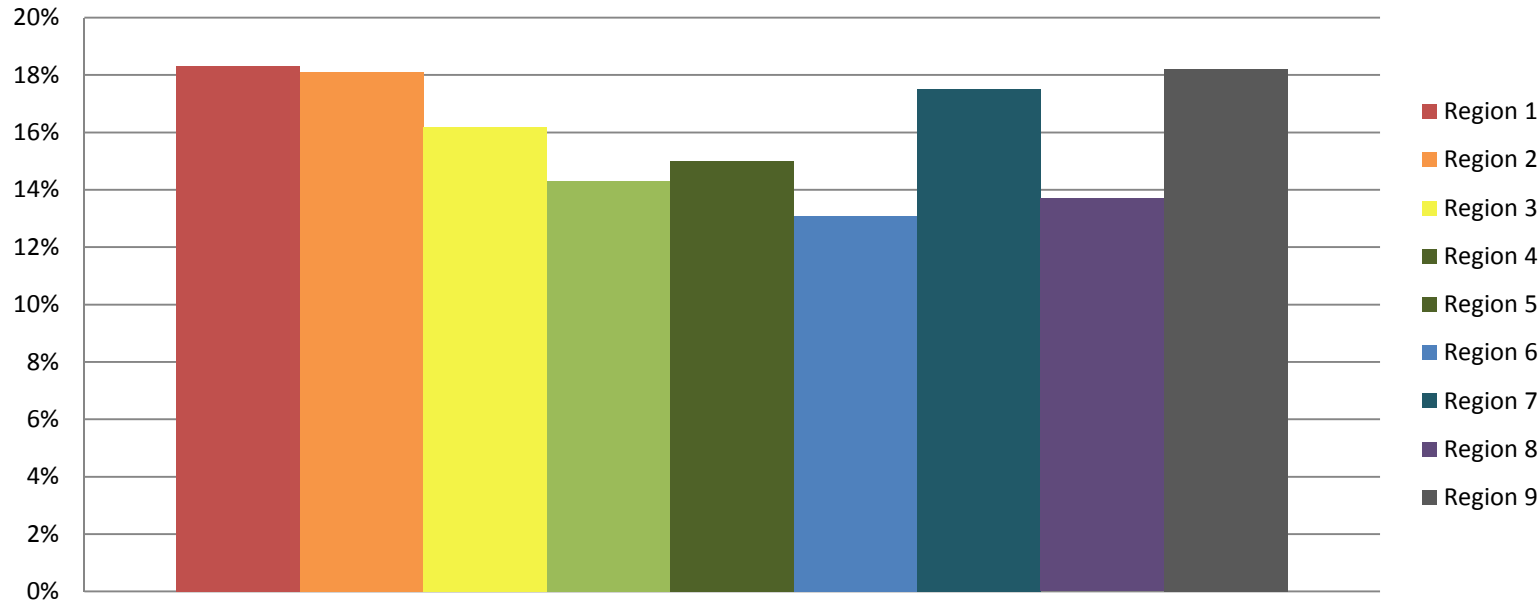
Physical Activity, by Public Health Region (2009)

Source: Louisiana
Department of
Health and
Hospitals 2009
BRFSS Report



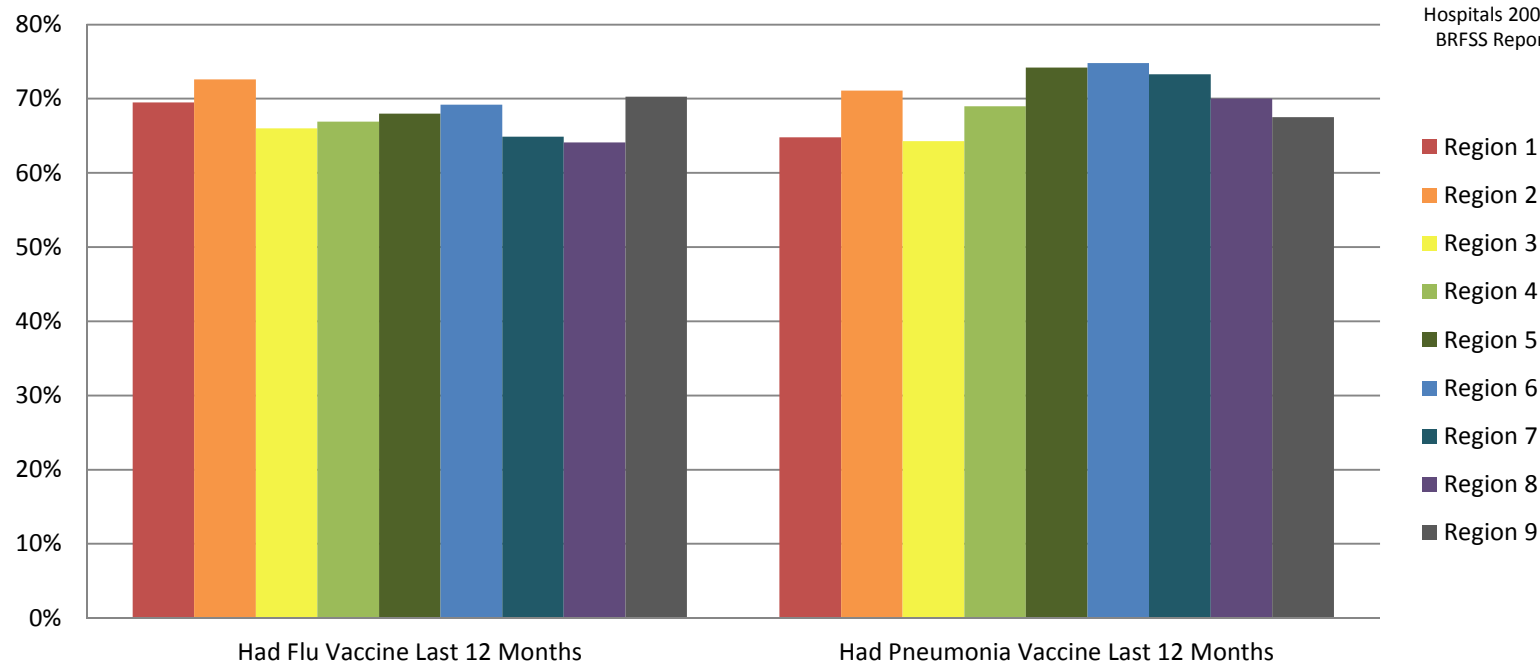
Consume Adequate Fruits and Vegetables, by Public Health Region (2009)

Source: Louisiana
Department of
Health and
Hospitals 2009
BRFSS Report



Immunizations, 65 and Over by Public Health Region (2009)

Source: Louisiana
Department of
Health and
Hospitals 2009
BRFSS Report



Natality

Births to Women Who Received Adequate Prenatal Care				
Year	Amount	Louisiana	Bossier Parish	Caddo Parish
2005	Number	50,727	1,378	2,905
	Percent	85%	85%	81%
2006	Number	53,199	1,546	3,081
	Percent	85%	88%	81%
2007	Number	55,599	1,454	3,169
	Percent	85%	86%	80%
2008	Number	55,087	1,499	3,171
	Percent	85%	84%	81%
2009	Number	55,168	1,437	3,156
	Percent	85%	88%	81%

Source : datacenter.kidscount.org (utilizing data from Agenda for Children)

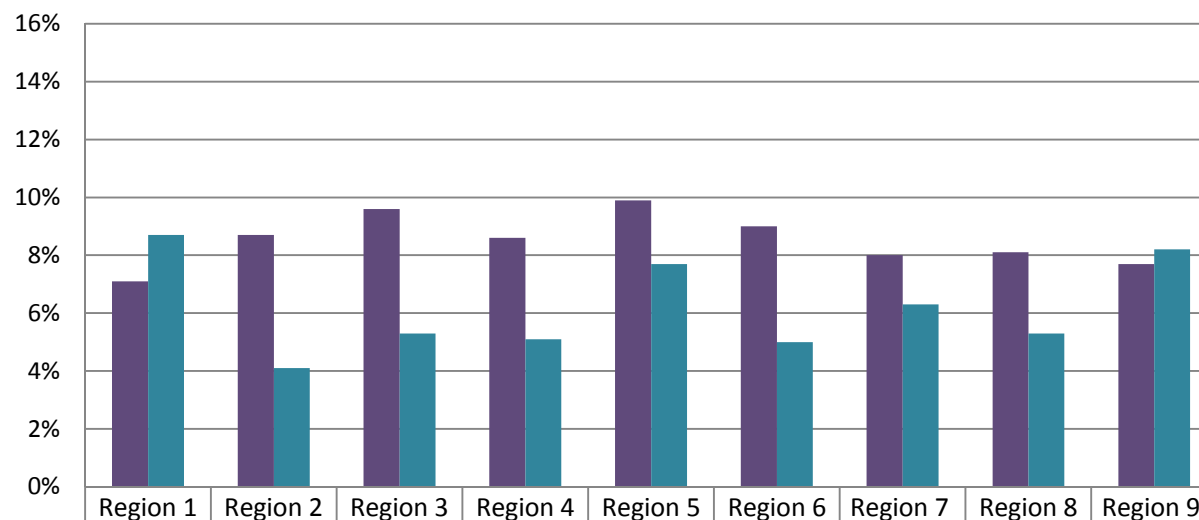
Teen Birth Rate per 1,000 Women (15-19 years) by Parish, 2008		
Geographic Location	Births	Rates
Louisiana	8,764	54
Bossier Parish	222	60
Caddo Parish	647	73

Source : Louisiana Department of Health and Hospitals, Health Report Card 2010 (utilizing data from the Center for Records and Statistics Bridged-Race Population Estimates [2008])

Mental Health

Source: Louisiana
Department of Health
and Hospitals 2009
BRFSS Report

Emotional Support and Life Satisfaction, by Public Health Region (2009)

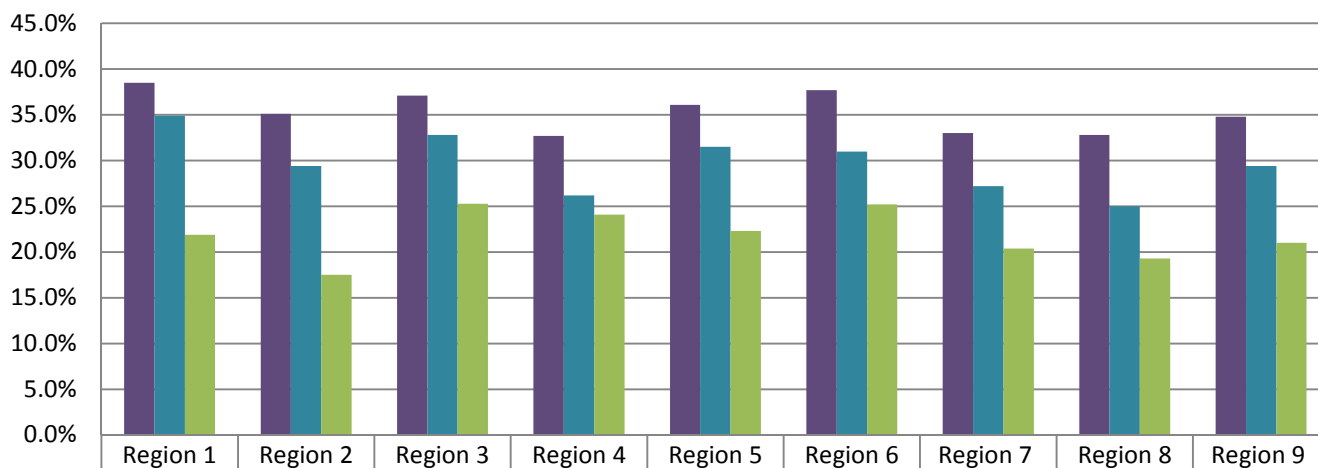


■ Insufficient Emotional Support
■ Poor Life Satisfaction

Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9
7.1%	8.7%	9.6%	8.6%	9.9%	9.0%	8.0%	8.1%	7.7%
8.7%	4.1%	5.3%	5.1%	7.7%	5.0%	6.3%	5.3%	8.2%

Source:
Louisiana
Department of
Health and
Hospitals 2009
BRFSS Report

Poor Physical and Mental Health Days, by Public Health Region (2009)



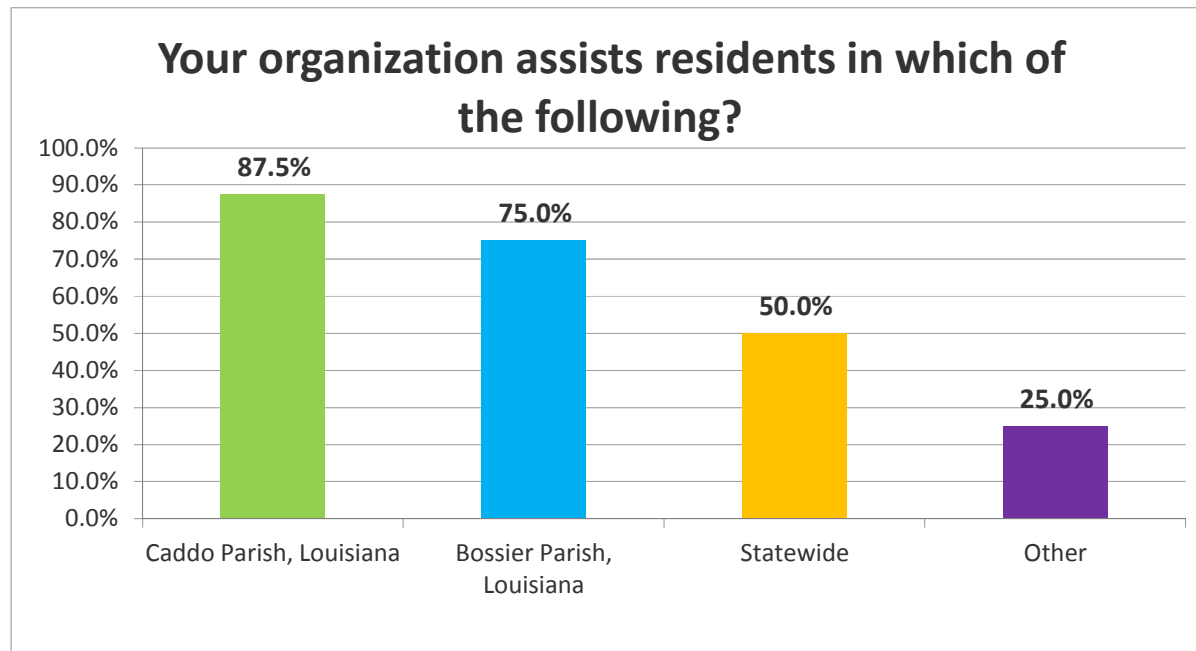
Physical Days*	38.5%	35.1%	37.1%	32.7%	36.1%	37.7%	33.0%	32.8%	34.8%
Mental Health Days**	34.9%	29.4%	32.8%	26.2%	31.5%	31.0%	27.2%	25.0%	29.4%
Kept from Activities***	21.9%	17.5%	25.3%	24.1%	22.3%	25.2%	20.4%	19.3%	21.0%



SURVEY DATA

Survey Results:

Areas Served by Organization

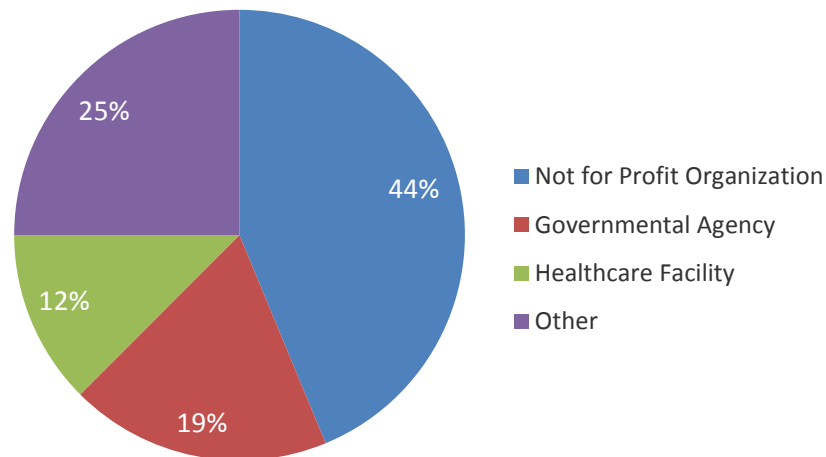


Note: Respondents allowed to select all that apply. Percentages are greater than 100% due to multiple responses.

Survey Results:

Type of Organization

What type of company/organization do you work for?



n=16

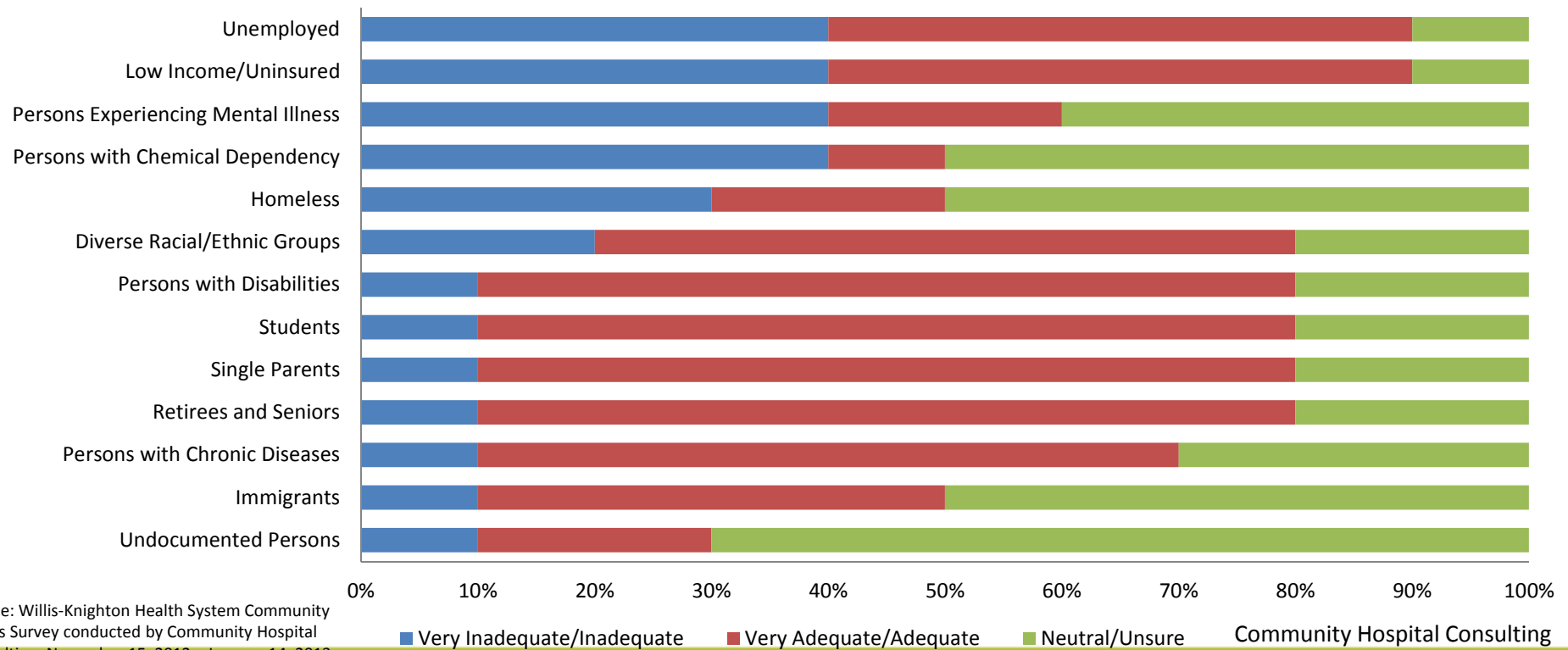
Source: Willis-Knighton Health System Community Needs Survey conducted by Community Hospital Consulting; November 15, 2012 – January 14, 2013

Survey Results:

Population Health Need Adequacy

- Adequate health services for most populations except for persons experiencing mental illness and persons with chemical dependency
- Potential for increased awareness of services for undocumented persons

Health Need Adequacy by Group

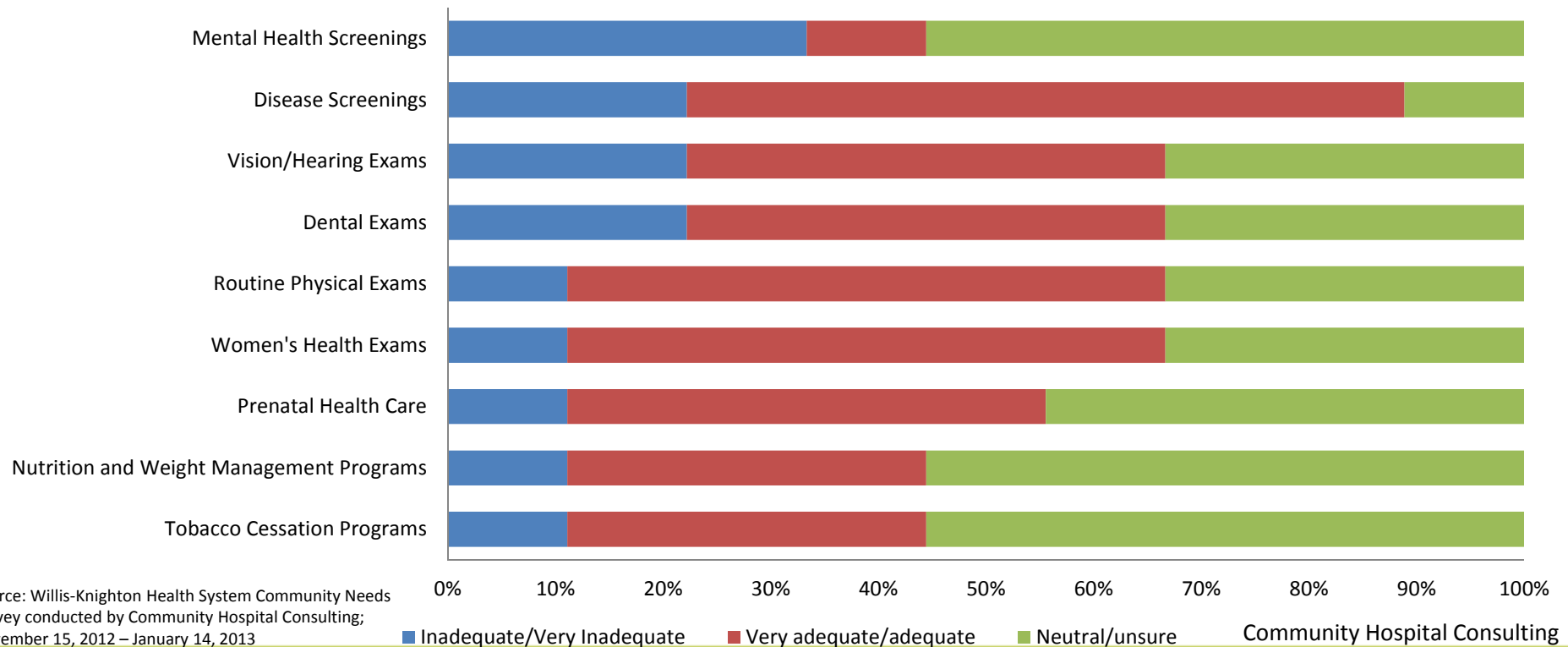


Survey Results:

Health Service Adequacy

- Over 30% of respondents selected “Very Inadequate or Inadequate” services currently being provided for mental health screenings

Adequacy of Current Health Services





INTERVIEWEE BIOGRAPHIES

WILLIS-KNIGHTON HEALTH SYSTEM
Community Health Needs Assessment Interview Participants

NAME	ORGANIZATION(S)	TITLE
Sherri Buffington	District 38 (Caddo and Desoto Parish)	State Senator; Vice Chair, Health & Welfare
<p>Senator Buffington represents District 38 (Caddo and Desoto Parish) and has been in office since 2004. Prior to that she served as the Legislative Staffer for her predecessor in office, Senator Ron Bean, from 1992-2003. She serves on several committees including Health and Welfare, Homeland Security and Women and Children. Senator Buffington oversees hospital association and nursing home legislation, as well as the health care portion of the district budget. She has lived in this community her entire life.</p>		
Barrow Peacock	District 37 (Shreveport and Bossier Parish)	State Senator, Labor & Industrial Relations Committee, Retirement Committee
<p>Senator Peacock was elected into office October 22, 2011, and sworn into his current position January 1, 2012 In the 2012-2013 legislative session. He has served on the Labor & Industrial Relations Committee, and the Retirement Committee, Louisiana State Senate. Senator Peacock serves Shreveport and Bossier Parish, which includes upwards of 111,000 people. He is an investment manager for his family, and prior to that he worked for Bank One. He has lived in the area for all of his life.</p>		
Willie Bradford	Willis-Knighton Health System	Director, Project NeighborHealth
<p>Mr. Bradford is the Director of Willis-Knighton's community health clinic initiative, Project Neighborhealth. The mission of Project Neighborhealth is to "take care out of the hospitals and into the city". Project Neighborhealth has locations throughout the Shreveport-Caddo area. Mr. Bradford's primary responsibilities include providing health and wellness education to underserved communities. He has worked with Willis-Knighton for over 20 years. Before working in health care, Mr. Bradford worked in food services. His community involvement led him to his partnership with Willis-Knighton.</p>		
Martha Marak	The Food Bank of Northwest Louisiana	Director
<p>Ms. Marak has been the Director of the Northwest Louisiana Food Bank for 4.5 years. The food bank functions as a "wholesaler" for donated food, distributing it to other organizations throughout the area. Ms. Marak was formerly the marketing director for two different shopping malls for 17 years and has lived in the area for 23 years.</p>		
Dr. Dan Moller	Willis-Knighton Health System	Chief Medical Officer
<p>Dr. Moller has been with Willis-Knighton for 17 years, and has been the CMO for approximately 8-10 years. He has been practicing medicine for 37 years, and specializes in internal medicine. He moved to the area for medical school in 1969, and was part of the first class at the medical school in Shreveport.</p>		
Ron Webb	City of Shreveport	City Councilman, District E
<p>Ron Webb is City Councilman, District E, for the City of Shreveport. He is a former Caddo Parish Commissioner and a lifetime local resident. Mr. Webb grew up in Bossier City and later moved to Shreveport, where he worked for General Motor Corporation for 26 years. He retired 26 years ago.</p>		

Note: Conducted by CHC Consulting for Willis-Knighton Health System's Community Health Needs Assessment; November 15, 2012 – January 3, 2013

NAME	ORGANIZATION(S)	TITLE
Dr. Anil Nanda	LSU Health Sciences Center at Shreveport; Neurosurgery Department, Willis-Knighton Health System	Professor and Chairman, Department of Neurosurgery, LSUHSC
<p>Dr. Nanda is the Professor and Chairman of the Department of Neurosurgery at LSU Health Sciences Center at Shreveport. He has held the post since the department's establishment in 1995. Prior to this, Dr. Nanda served five years as the Chief of Neurosurgery, then a section of the Department of Surgery. In the spring of 2002, Dr. Nanda successfully obtained accreditation of a neurosurgery residency program at LSUHSC-Shreveport, the first such program to be approved in the five preceding years. A native of New York, Dr. Nanda earned his medical degree with honors from JIPMER, Madras University in 1982. Dr. Nanda completed his neurosurgery residency at the Hahnemann University School of Medicine in Philadelphia followed by fellowship training in microneurosurgery and cranial base surgery at the University of Pittsburgh in 1990. In the spring of 2012, Dr. Nanda received his Master of Public Health degree from the Harvard School of Public Health. As part of his curriculum, Dr. Nanda helped pass the Louisiana Youth Concussion Law, requiring all schools, clubs, and other organizations that sponsor youth athletics to provide athletes and their parents with information about concussions and the potential long-term effects of playing after a head injury. Dr. Nanda has been the invited guest lecturer and visiting professor at over 130 national and international conferences and institutions. He has also published over 280 peer-reviewed journal articles and book chapters, as well as two books. He has been honored with the Living Legend Award in 1996, recognition as an Outstanding Leader of 2005 by The Times in Shreveport, induction into the Junior Achievement of North Louisiana 2011 Business Hall of Fame for leadership, determination, ethics, and giving back to the community, and inclusion among the Best Doctors in America consecutively from 1996 to 2012. Dr. Nanda has served as President of the North American Skull Base Society (2005-2006), Louisiana State Neurosurgical Society (2005-2007), Southern Neurosurgical Society (2006-2007), and Society of University Neurosurgeons (2010-2011). Dr. Nanda specializes in general and spinal neurosurgery, as well as skull base tumors, AVMs, aneurysms, and Gamma Knife radiosurgery. He has performed more than 2,500 surgeries on aneurysms and skull base tumors. He was part of the initial implementation of the current Neurosurgery program at Willis-Knighton.</p>		
Dr. Charles Powers	Willis-Knighton Bossier Hospital	Chief Medical Officer
<p>Dr. Powers has been with Willis-Knighton for 12 years, and in his current position as Chief Medical Officer for 6 years. He specializes in internal medicine and has been in the Shreveport/Bossier area for over 30 years. He attended the University of Oklahoma Medical School, and University of Oklahoma Health Science Center. Dr. Powers completed his internship and residency at LSU Health Science Center in Shreveport.</p>		
Dr. Martha Whyte	Department of Public Health Region 7	Director
<p>Dr. Whyte is a Director for the Department of Public Health, and oversees Region 7 – which includes nine parishes in the Northwest corner of Louisiana. She has held this position since 2006. Prior to her current position, she was in pediatric critical care in Philadelphia.</p>		

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Bridget Causey, RN, BSN	Caddo Parish Schools	Nursing Supervisor
Ms. Causey works at the Caddo School Nurse Center as Supervisor of the school system's nurses. She has been in this position for 21 years. Her background is in surgical nursing, but was only in this profession a short time. She is a professed "military brat" and has lived many places, but has been in the Shreveport area for 25+ years.		
Willie White	David Raines Community Health Centers	CEO
Willie White is CEO of the David Raines Community Health Centers (DRCHC). Each year, DRCHC sees more than 40,000 patient visits through its medical, dental, optometry, pharmacy and behavioral health services. Mr. Raines has worked in the health care industry for 35 years in the areas of public health, health planning, and private consulting. He lived in Chicago before moving to the area 16 years ago. He received his B.S., Health Education/Health Administration from Tennessee State University and his M.P.H, Health Administration & Planning from the University of Tennessee-Knoxville.		
Dr. John Miciotto	Northwest Louisiana Dept. of Health	Former Medical Director
Dr. Miciotto is a retired OB/GYN who practiced in Bossier for 32 years. He also worked for the Department of Health, serving as the medical director of Northwest Louisiana Dept. of Health. He trained at LSU Health Science Center when it was "just the local charity hospital" 50 years ago.		
Anthony Martin	Willis-Knighton Home Health / Hospice	Director
Anthony Martin is currently the Director of Home Health and Hospice care for Willis-Knighton Health System. Willis-Knighton Home Health is a full-service program providing skilled nursing for disease and pain management; infusion therapy, total parenteral/enteral nutrition and wound care. Home Health also provides rehab services, including physical therapy, occupational therapy, lymphedema therapy, and speech therapy. Mr. Martin has been with Willis-Knighton for 26 and a half years.		
Tim Wilcox	Willis-Knighton Behavioral Medicine	Director/Administrator
Tim Wilcox has been the Director/Administrator of psychiatric services and behavioral health for the Willis Knighton Health System for over 21 years. The Institute for Behavioral Medicine offers inpatient, partial hospitalization and outpatient programs. The Institute's Addiction Recovery Center has an excellent record in the treatment of substance abuse among adults with inpatient medical detox, outpatient and evening programs. The Institute's team includes psychiatrists, other physicians, psychologists, licensed counselors, social workers, nurses, occupational therapists and family therapists. Mr. Wilcox has additionally had administrative oversight of home health and hospice services for over 5 years. He is a native Texan.		
C.O. Simpkins, Sr., DDS	Louisiana House of Representatives	Former Member
C. O. Simpkins, Sr., is a retired dentist from Shreveport, Louisiana, who served from 1992 to 1996 as a Democratic member of the Louisiana House of Representatives from District 4. Mr. Simpkins took an active role in the civil rights movement of the 1950s and 1960s. Two of his family homes in Shreveport were bombed in that turbulent time. Subsequent events forced him to leave Louisiana and reside in Chicago for 20 years, but he later returned to Shreveport, where he serves as a community activist and leader to this day. Dr. Simpkins partnered with Willis-Knighton and donated land to form a clinic to serve those without insurance or access to health care.		

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Bruce Wilson	United Way of Northwest Louisiana	CEO
<p>Bruce Wilson is the CEO of the United Way of Northwest Louisiana, and has been there for 4 and a half years. United Way of Northwest Louisiana was founded in 1921 by the Rotary Club of Shreveport as the Federated Charities of Shreveport. In the most recently completed campaign of 2011, \$2,800,000 was raised as a result of its Community Campaign and Combined Federal Campaign. This money was contributed by more than 250 companies, their employees and individual donors throughout the 10 parishes of Northwest Louisiana and in turn invested in the human service building blocks of education, income, health and basic needs. Prior to his time at the United Way, Bruce served as the Assistant Dean of Development at Louisiana Tech.</p>		
Dr. Phillip Rozeman	Cardiovascular Consultants (formerly)	Former President
<p>Phillip Rozeman, M.D. is a native of Shreveport and was a practicing cardiologist in Northwest Louisiana since 1984. Dr. Rozeman was one of the pioneers of coronary angioplasty, stenting procedures and dual chamber pacer implantations in the area. He has been recognized as one of America's Top Cardiologists by the Consumer Research Council from 2006 to the present. The USA Today recognized Dr. Rozeman as one of the most influential physicians in the treatment of hyperlipidemia. He was formerly Chief of Quality Improvement at Willis-Knighton Health System, where he also had served as Chief of Internal Medicine and Chief of Staff, as well as service on the Medical Executive Board since 1994. Currently, he serves as member of the Board of Trustees. Dr. Rozeman is active in numerous civic and professional organizations with special focus on healthcare and education improvement in Louisiana. He served as Chairman of the Governor's Region VII Healthcare Consortium under Governor Blanco. He took a leadership role in helping establish the first secondary smoke ordinance in Louisiana and, as Medical Director of Northwest Louisiana Red Cross, he led the effort to supply medical services to evacuees of Hurricane Katrina and Rita. For this work, he was honored by the American Lung Association of Louisiana with the 2006 Louisiana "Breath of Life" Award and American Cancer Society "Distinguished Service Award". Dr. Rozeman's involvement in education includes founding the regional education foundation Alliance for Education to increase community involvement in public education in Northwest Louisiana. He served as chairman of the Caddo Education Taskforce a grassroots initiative in Caddo Parish that developed and passed an \$88 million bond issue for school improvements. Dr. Rozeman is also co-founder and first board president of Education's Next Horizon – a statewide organization designed to connect education, business, and government leaders in support of school improvement in Louisiana. Dr. Rozeman has received recognition for community service from the Greater Shreveport and Minden/South Webster Chamber of Commerce as Business Leader of the Year, the Louisiana State Medical Society "Community Service Award", and the LSUS Alumnus of the Year in 2004. In 2006, he was recognized by the local United Way with the Clyde Fant Community Service Award and given the Cornerstone Award by the Acadiana United Way in 2008. He has received local recognition from the Shreveport Bar Association Liberty Bell Award. He was honored as one of the first ten individuals chosen by The Times as "Community Leaders Who Make A Difference" in the new millennium. Dr. Rozeman was named "Citizen of the Year" in Northwest Louisiana by the March of Dimes in 2009; the LSU-S Foundation Presidents Award and Pilot of the Year in 2010. In 2011, he received the "Spirit of MLK" Award from the city of Shreveport and was inducted in the Junior Achievement Business Hall of Fame. Dr. Rozeman attended medical school at Louisiana State University Health Science Center in Shreveport and completed his internship, residency, and fellowship in cardiology at the Medical University of South Carolina. He is a fellow of the American College of Cardiology and the Society of Cardiovascular Angiography and Intervention.</p>		

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Please address written comments on the CHNA and Implementation Plan and requests for a copy of the CHNA to:

Riley Waddell

System Administration

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Thank you!

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