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Lakeland Regional Health[®]

COMMUNITY HEALTH NEEDS ASSESSMENT



Our Community Impact: In Review

Taking a Closer Look at Our 2018-2021 Community Health Needs Assessment Priorities and Initiatives

Since our last Community Health Needs Assessment (2018-2021), so much in our community, state, and world has changed. Between the COVID-19 pandemic that changed the way we sought, delivered, and advanced healthcare to the unrest that followed incidents of social injustice, we learned to face extraordinary challenges in new ways with the constant goal of building a stronger, healthier tomorrow for every Polk County resident.

In the pages that follow, you will read highlights from the last three years. From community education to preventative screenings and collaborations with community partners, we are determined to forge a path to a healthier future, **together.**

Restoring Wellness, Decreasing Obesity

- We joined our **Congregational Health Partnership** partner, New Mt. Zion Missionary Baptist Church and Feeding Tampa Bay in distributing over **36,000 pounds of food** through our mobile food pantry initiative. We know access to healthy food is vital to disease management and disrupting the cycle of food insecurity.
- Our **FitChurch Challenge** program worked alongside the **YMCA of West Central Florida** to improve the health of **17 local church congregations**. Over the last three years participants have lost a combined 1000+ pounds. Reaching and maintaining a healthy weight and active lifestyle is important for overall health and can help prevent and control many diseases.
- We introduced over 600 community members to the Mayo Clinic Diet, a lifestyle approach to weight loss, during our annual **Living Well + Eating Better event.**
- Over **300 community members** joined us in creating healthier habits through our **Get Active** walking group and fitness classes enabling us to build a support system for community members with similar health goals.
- We helped over **500 community members** learn how to **prevent and manage diabetes**. People who have the knowledge and support to manage their chronic disease tend to be healthier than those who do not.



Connecting Women and Children to State-of-the-Art Care

- In 2019 and 2020, Lakeland Regional Health delivered approximately **6,700 babies** and provided care to thousands of women needing obstetrical, routine and advanced gynecological care in our Carol Jenkins Barnett Pavilion for Women and Children.
- We earned a prestigious spot on *Newsweek's* Best Maternity Care Hospitals, released on July 21, 2020. We were one of only six Florida hospitals on the list, which featured a total of 231 hospitals throughout the United States.
- We launched **New Parent 101** as a way to support and educate parents as they navigated a new journey. Our community partners, Citizens CPR and Children's Home Society of Florida joined us in educating over 300 new moms and dads.
- We are proud to collaborate with **Nemours Children's Health System** to provide the patients and families of our community with consistent access to highly specialized pediatric care from providers dedicated to serve our area. Over 15 specialties are available in our community, including — cardiology, endocrinology, neurology, pulmonology, and rheumatology.
- From **car seat safety checks** to engaging programs like "Let's Make a Baby" — **advice for those trying to conceive**, we supported community members in their quest for education during the exhilarating, a little scary, joyous, and sometimes overwhelming pursuit of building a family.

Transforming the Healthcare Experience and Bridging Gaps

- We know in order to meet the healthcare needs of Polk County residents, we must continue to recruit physicians into our community. We gained approval to launch our **Graduate Medical Education (GME)** program and are excited about the huge strides we will be able to make in improving the severe physician shortage we face in our community.
- We're growing — **Lakeland Regional Health Physician Group** provides primary care and urgent care, physicians in over **35 specialties** at **more than 10 convenient locations**. All primary care locations are recognized by the **National Committee for Quality Assurance's Patient-Centered Medical Home Program**.
- We opened a 12-bed high-acuity **Pediatric Intensive Care Unit** at the Carol Jenkins Barnett Pavilion for Women and Children allowing us to provide children who are critically ill with life-saving medical care close to home.
- Lakeland Regional Health is proud to serve the students of **Florida Southern College, Florida Polytechnic University, and Southeastern University** with access to an on-site clinician/Advanced Practice Registered Nurse.



Elevating Mental Health Wellness on Our Community Stage

- We know good mental health empowers people and allows them to productively contribute to their families and communities. The Lakeland Regional Health Board of Directors approved development of a **Center for Behavioral Health & Wellness** on the Lakeland Regional Health Medical Center Campus. The Center is slated to be complete in 2022.
- Our outpatient behavioral health clinic moved to our Grasslands campus. Since the move, we have **tripled the number of patients served** in addition to adding Transcranial Magnetic Stimulation, or TMS services.
- Alongside our community partner, TriCounty Human Services, we embedded **peer recovery specialists** inside our inpatient behavioral health program as well as the emergency department to better serve and assist patients transitioning into recovery.
- We engaged in a county-wide behavioral health exploratory group with Polk Vision leading to completion of a **systemic intercept map and deep dive study on behavioral health resources** in Polk County.

Defeating Cancer and Expanding Resources

- Our oncology program earned its **first gold Accreditation with Commendation**, the highest level of recognition, from

the **American College of Surgeons' Commission on Cancer in 2018**. Gold status indicates a cancer program complies with all standards at the time of the survey and receives commendations on seven additional standards. The program also earned the Commission on **Cancer's Outstanding Achievement Award** in 2019.

- In 2018, we distributed over 200 at-home screening kits for colorectal cancer as part of our **FluFit Campaign** with the **American Cancer Society**. In 2020, approximately 12% of colorectal cancer cases were diagnosed in people under 50 – about 18,000 cases. We must continue to encourage members of our community to get screened especially if they have a family history of the disease.
- We know that smoking leads to disease and harms nearly every organ system of the body – it is the leading cause of preventable death. Over the last three years we have worked alongside **Tobacco Free Florida** to offer **tobacco cessation classes** (*Tools to Quit*) at our Hollis Cancer Center. Additionally, we launched the following education programs: Let's Talk About Vaping and Commit to Quit.

Delivering One-of-a-Kind Heart Healthcare

- We provided over **100 cholesterol screenings** to the community members through our innovative **Snack n' Screen** drive-through. Community members drove their cars to various "stations" to have their cholesterol screened, talked with cardiology experts and received a bag of heart-healthy food items to enjoy on the go.

- Studies show cardiac rehabilitation lowers the risk of future cardiac events. In 2018, Lakeland Regional Health opened the **Cardiac Rehabilitation Program** to help patients eat better, lose weight, and better engage in daily activities.
- We earned a prestigious **three-year accreditation** for our Chest Pain Center from the **American College of Cardiology Accreditation Services**. The accreditation distinguishes the Medical Center as a Chest Pain Center with Primary percutaneous coronary intervention (PCI) and Resuscitation, proving exceptional competency in treating patients with heart attack symptoms and providing round-the-clock percutaneous coronary intervention. (2019)
- Lakeland Regional Health's Stroke Center was designated an **Advanced Comprehensive Stroke Center by The Joint Commission (TJC)** receiving its Gold Seal of Approval® Accreditation by demonstrating continuous compliance with its performance standards. The Gold Seal is a symbol of quality that reflects a health care organization's commitment to providing safe and quality patient care.
- Over three years, through our **Community Wellness Program** we hosted over 30 education sessions encouraging community members and faith communities to "know their numbers" in addition to offering blood pressure screenings at a number of community events.

Building a Safer Community for the Next Generation

- Lakeland Regional Health is dedicated to teaching community members lifesaving skills. Over the last three years, approximately 2,043 community residents have been trained through our **Stop the Bleed** initiative. The Stop the Bleed campaign raises awareness of basic actions to stop life threatening bleeding following everyday emergencies and man-made and natural disasters.
- Wearing a bike helmet can reduce the risk of head injury to bicyclists by as much as 85 percent. Since 2019, we've fitted and distributed almost **350 helmets**.
- For the 7th year, our **Trauma Center** earned certification from Florida Department of Health. The Trauma Center, designated a **Level II** since its initial approval in 1998, is the only one of its kind for Polk, Highlands and Hardee counties and cared for more than 3,600 patients in 2020.



Our COVID-19 Response

As we reflect on the challenges our community encountered as a result of the COVID-19 pandemic, we can't help but be inspired by the resilience of every member of our community. COVID-19 has challenged us to take a look at how we deliver care despite an ever-changing environment.

Over the course of the pandemic, we have remained steadfast in:

- Our goal to protect our community's most vulnerable residents by implementing protocols that are consistent with CDC guidelines to ensure the quality and safety of the care provided to our patients.
- Quickly innovating new ways to convert hospital facilities, increase capacity, design testing and vaccination site processes, and solve equipment shortage problems.
- Recruiting highly skilled and culturally competent team members to expand our capacity in intensive care units, inpatient units, and emergency rooms.
- Delivering information to our community and local businesses through series of virtual education classes and the construction of a virtual library of business resources.

We continue to collaborate with organizations across Polk County in order to deliver the best and safest care.





A Message from Danielle Drummond

Lakeland Regional Health President/CEO



Dear Community Member,

This past year has challenged our community in ways we could never imagine. As a community and country, we were faced with epic health challenges, world-changing events, and economic hardships that led us to define what community means and how we could best deliver quality healthcare in new ways and places.

As Lakeland Regional Health rose to face new challenges, we stood firm in our mission to deliver the best outcomes and safest care by placing people at the heart of all we do. The extraordinary ways in which

we served and prioritized the health and safety of our community enabled Lakeland Regional Health to protect our team members and maintain our steadfast commitment to expanding access to care for residents across Polk County as a means to advance the future of healthcare in our region.

However, the work does not end here. We recognize there are many barriers that affect an individual's ability to receive care and navigate through the healthcare arena. We are dedicated to building on the progress we have made as we work to close the gaps in healthcare access. It will be through creative solutions and relentless resilience

that we are able to build a stronger tomorrow for every Polk County resident.

We are grateful to each community member and organization that took the time to contribute their thoughts and experiences to this community health needs assessment. I continue to be inspired by the community that we call home and look forward to the advancements in care and support that will come from this important work.

Best regards,

Danielle Drummond, MS, FACHE

Introduction

The Community Health Needs Assessment provides an overview of the health status of those who live in Polk County.

In 2010, the Patient Protection and Affordable Care Act (ACA) added requirements that not-for-profit hospitals must satisfy to maintain their tax-exempt status under section 501(c)(3) of the Internal Revenue Service Code. One such requirement added by ACA, Section 501(r) of the Code, requires not-for-profit hospitals to conduct a community health needs assessment (CHNA) at least once every three years. As part of the CHNA, each hospital is required to collect input from designated individuals in the community, including public health experts, as well as members, representatives or leaders of low income, minority and medically underserved populations and individuals with chronic conditions.

The CHNA process undertaken and described in this report was conducted in compliance with the federal requirements established by the Patient Protection and Affordable Care Act.



Uniting for Collective Impact

Lakeland Regional Health and AdventHealth are members of the All4HealthFL Collaborative. The purpose of the All4HealthFL Collaborative is to improve health by leading regional, outcome-driven health initiatives that have been prioritized through community health assessments.

Lakeland Regional Health and AdventHealth are the only members of the collaborative currently on the same 3-year Community Health Needs Assessment completion cycle.





Acknowledgments

This assessment was conducted by Lakeland Regional Health and AdventHealth and made possible by contributions from community residents, partners and subject matter experts throughout Polk County. **We are grateful for their input, knowledge and support.**

Community Health Needs Assessment Core Team Members

Lakeland Regional Health

*Lauren Springfield, MBA, MA
Manager, Community Health*

AdventHealth (Central Florida Division)

*Stephanie Arguello, MPH
Director, Community Health*

*Sarah Hawkins, MS, CHES®
Program Manager, Community Health*

Review and Approval

The Lakeland Regional Health Board of Directors approved the CHNA on September 27, 2021.

CHNA Goals

This Community Health Needs Assessment will serve as a tool that supports the work required to accomplish the following goals:

1. Improve Polk County residents' health status while improving their overall quality of life.
2. Increase access to vital preventative and life-saving healthcare services and programs to ensure Polk County residents have access when and where they need it the most.
3. Work to close gaps in healthcare system that may prevent community members from receiving the best care possible.



Exploring Polk's Health Landscape

Developing the 2022-2025 Community Health Needs Assessment





About Lakeland Regional Health

Lakeland Regional Health offers a comprehensive array of inpatient and outpatient diagnostic and treatment services at its Medical Center, Hollis Cancer Center and ambulatory care locations. LRH's use of technology is redefining medicine, advancing safe and quality patient care, and promoting health and wellness.

Lakeland Regional Health has been named a Most Wired hospital six times, twice earning Most Wired Advanced status, since 2013 from the College of Healthcare Information Management Executives. This designation recognizes dedication to creating an exceptional infrastructure and advanced clinical processes guided by technology.

Lakeland Regional Health's Hollis Cancer Center opened in 2003. In 2016, Lakeland Regional Health was named one of 101 Hospitals and Health Systems with Great Oncology Programs by Becker's Hospital Review. Its cancer program is accredited with commendation by the American College of Surgeons' Commission on Cancer, and its Breast Cancer Program is accredited through the National Accreditation Program for Breast Centers.

The Lakeland Regional Health Physician Group provides primary care and urgent

care and physicians in over 35 specialties at 10 convenient locations. All primary care locations are recognized by the National Committee for Quality Assurance's Patient-Centered Medical Home Program.

In addition, Lakeland Regional Health is an award-winning workplace, rated as a 2020 Making a Difference, Workplace Well-Being Gold Winner by Aetna, honored with the Excellence in Work-Life Balance Award by Constangy Brooks, Smith & Prophete LLP in 2019, listed as one of *Forbes'* Best Employers in Florida in 2019, and recognized in 2018 as the Best Large Hospital Workplace in Florida by the Florida Hospital Association. Lakeland Regional Health is also home to the Florida Hospital Association's Best Caregiver honoree for 2019.

Lakeland Regional Health Medical Center is the largest single component of Lakeland Regional Health. The 864-bed hospital is the fifth largest hospital in Florida. With more than 40,000 admissions and over 217,000 Emergency Department visits in 2016, **the Medical Center encompasses:**

- One of the nation's busiest single-site Emergency Departments, garnering international and national recognition, and Polk County's only Children's Emergency Department
- Three state-of-the-art hybrid operating rooms
- Level II Trauma Center with physician subspecialists
- Only Advanced Comprehensive Stroke Center in the area, receiving Gold Seal of Approval® Accreditation by The Joint Commission, and having the ability to treat strokes beyond three hours
- Neurosurgery services specialized in

diagnosis and treatment of brain, spinal and neck injuries and illness

- Nationally accredited Chest Pain Center and Echocardiography Lab
- The Bannasch Institute for Advanced Rehabilitation Medicine providing Polk County's only inpatient medical physical rehabilitation services to maximize clinical outcomes for those with conditions such as stroke, brain injury, spinal cord injury, major multiple traumas and neurological issues
- An advanced Level III Neonatal Intensive Care Unit
- The eight story, state-of-the-art Carol Jenkins Barnett Pavilion for Women and Children featuring a Children's Emergency Department, a 12-bed high acuity Pediatric Intensive Care Unit, surgical suites, private suites for labor and delivery, Polk County's only Level III Neonatal Intensive Care Unit, and units dedicated to pediatric and women's care.

Mission

We deliver the best outcomes and safest care by placing people at the heart of all we do. We improve lives every day by promoting wellness, education and discovery.

Vision

Together, our Promise is **YOUR HEALTH.®**

Definition of Community Served

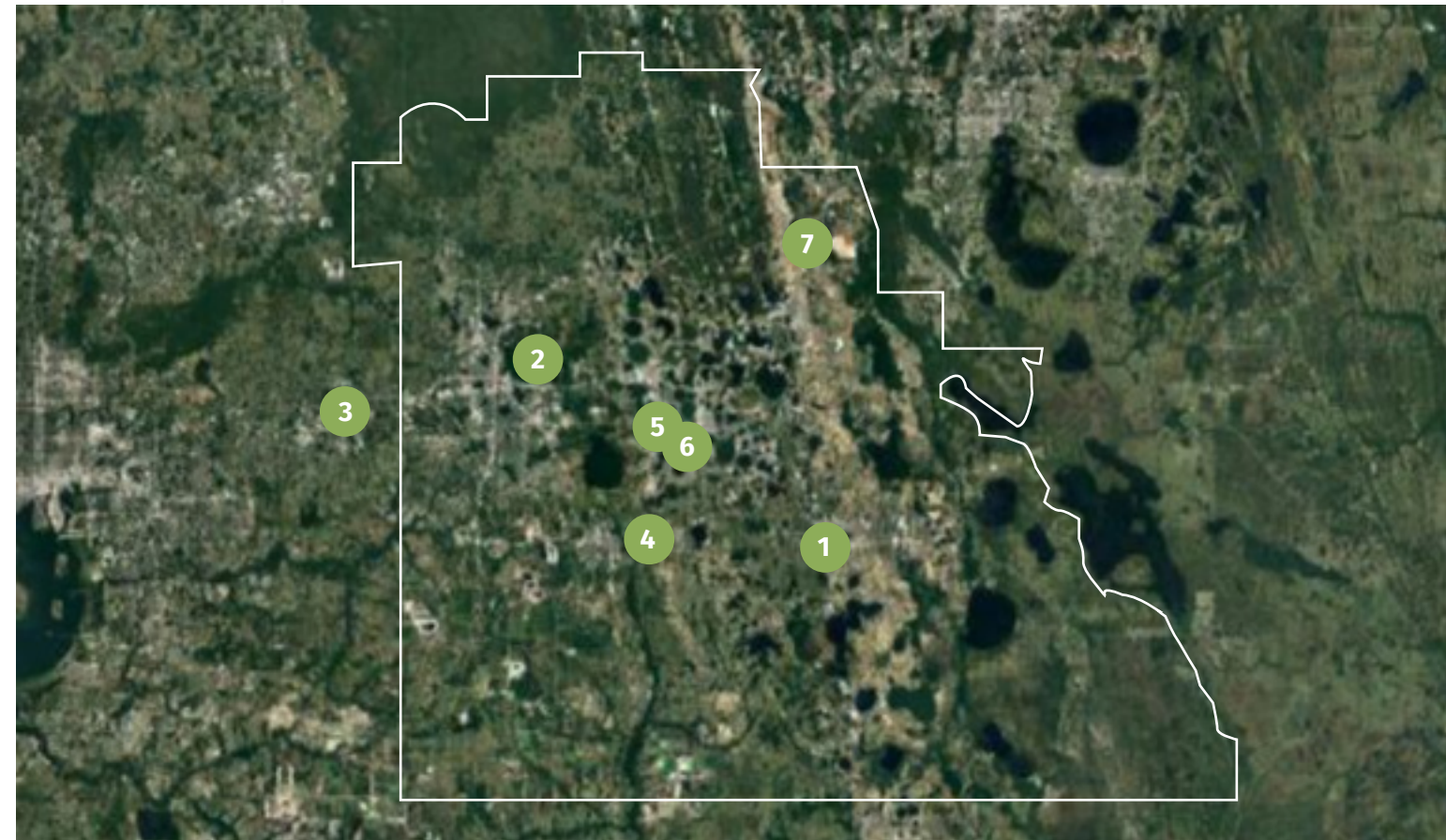
All demographic data contained in this report is from the US Census Bureau unless otherwise noted.

Geographic Location

Polk County is geographically larger than the state of Rhode Island and equal in size to Delaware. The total area of the County is approximately 1,796 square miles, which makes it the fourth largest county in Florida, exceeded only by Miami-Dade, Palm Beach and Collier counties.

Population Demographics

Polk County is home to approximately 724,777 residents. The County consists of 17 municipalities, with Lakeland as its largest city having a population of 112,142 residents (2019).



Area Hospitals

- | | |
|-----------------------------------|----------------------------------|
| 1. AdventHealth Lake Wales | 5. Winter Haven Hospital |
| 2. Lakeland Regional Health | 6. Winter Haven Women's Hospital |
| 3. South Florida Baptist Hospital | 7. AdventHealth Heart of Florida |
| 4. Bartow Regional Medical Center | |



Age and Gender

The median age in Polk County is 41.6, which is slightly below the median age of the population of Florida, 42.0 years.

Polk County Has the Following Resident Profile:

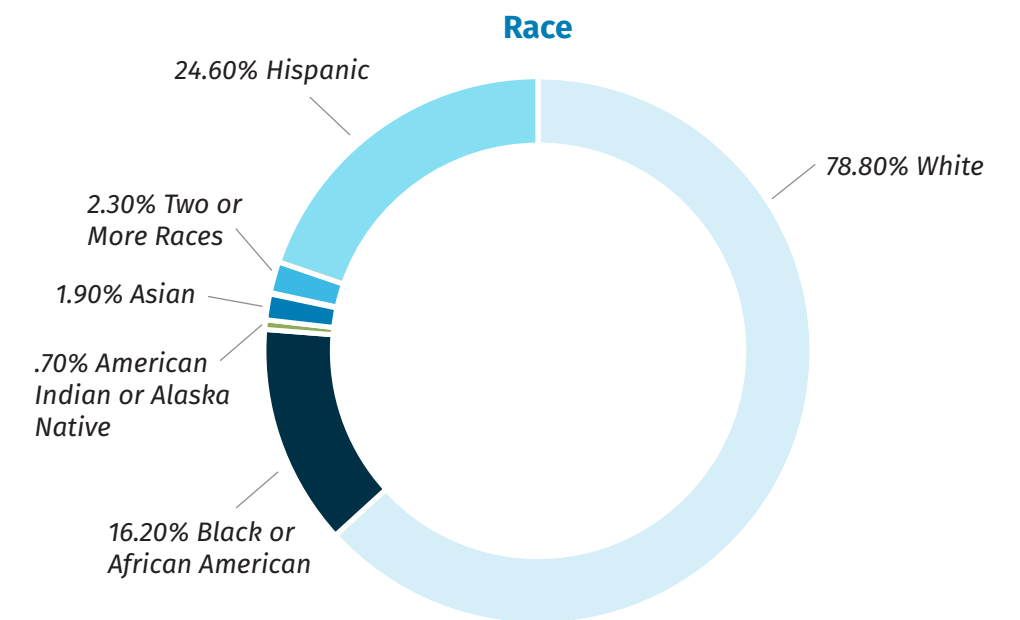
Women comprise 51.0% of the population of Polk County. There are nearly 114,422 women of childbearing age (generally ages 15-44).

Senior adults are a considerable portion of the community and also present distinct healthcare needs. In Polk County, seniors

comprise 20.4% of the population (persons 65 years and over). Polk County also has a proportionately large percentage of members of the senior community who are considered “seasonal residents,” visiting from October – April every year. This residency pattern seasonally increases the population in healthcare facilities across the County.

Children 5 years of age and under comprise 5.7% of the population, while children 6-18 comprise 22.0% of the population. In addition, 25.5% of children live below the poverty level in Polk County.

Race and Ethnicity



United States Census (July 1, 2019)

Like many communities across the United States, Polk County is changing rapidly. Our population is growing, our neighborhoods are expanding and becoming more diverse all while cities work hard to meet the needs of residents. The data in this assessment help us understand these changes and allow community organizations to tailor programs and services to the specific and unique needs of residents.

Population Growth Over Time		
2017	2018	2019
685,368	706,597	724,777

Facts and Findings

724,777

population

\$50,584

median household
income

20.2%

of residents hold a
Bachelor's degree
or higher

15.8%

of people live below
the poverty line

*Barriers to
access include:*

Ratio of providers to
residents, health literacy,
transportation

70.2%

of households
subscribe to
broadband internet

Among the

30

largest school
districts in the U.S.

2,080:1

Ratio of Polk County
residents to primary
care physicians

*Cancer and
heart disease*
are the leading
causes of death



Processes and Methods Used to Conduct the CHNA

The Process

The health of Polk County residents is influenced by many factors. In order to gain a broad perspective of these factors, the potential barriers they may create and to determine the priorities for the 2022-2025 Community Health Needs Assessment, Lakeland Regional Health and AdventHealth utilized a process that included the review of existing secondary data and collection of primary data through a number of focus groups. During focus groups and a community dialogue session, we looked to our community residents and partners to represent their respective communities and provide feedback on how health systems could most effectively address specific areas of need.

Data Review

The first phase of the Community Health Needs Assessment process began with gathering existing, health-related data. This assessment considered multiple data sources, including secondary data (demographics, health status indicators, and measures of healthcare access), feedback from previous assessments and assessments prepared by other organizations, including the Florida Department of Health in Polk County's most recent assessment.

The assessment was performed by reviewing data from sources including:

1. United States Census Bureau
2. Centers for Disease Control and Prevention
3. Florida Health Assessment Resource Tool Set (CHARTS)
4. Florida Behavioral Risk Factor Surveillance System (BRFSS)
5. Community Commons
6. Robert Wood Johnson Foundation County Health Rankings

Community Health Survey

Over 900 community members participated in the 2022-2025 Community Health Needs Assessment survey. The survey was available both online and in hard copy in the following languages: English, Spanish and Creole. The survey opened on March 17, 2021, and closed on June 30, 2021.

The survey covered the following topics:

- Access to healthcare in Polk County
- Health concerns in Polk County
- COVID-19
- Preventive health services



Community Dialogue Session

To further prioritize the health needs of Polk County, a community dialogue session was held to discuss the overall health of the community, available health services, in addition to opportunities to bridge gaps and access to current services.

The following individuals with specific knowledge or expertise in public health and those from regional, state/local health departments and other agencies with current data as well as other relevant information were actively engaged during the CHNA process through the community dialogue session:

Name	Agency Represented	Title	Area of Expertise
Doris Moore Bailey	The African American Chamber of Commerce - Polk County	President	Business
Tim Mitchell	Parker Street Ministries	Executive Director	Community Restoration, Reconciliation and Revitalization Services
Dr. Orathai Northern	Polk State College	VP, Workforce Education & Economic Development	Education
Jenna Levine	Florida Department of Health in Polk County	Public Health Planning Manager	Public Health
Stephanie McLean	American Cancer Society	Cancer Control Strategic Partner	Cancer Prevention
Tonya Akwetey	Healthy Start Coalition of Hardee, Highlands & Polk Counties, Inc.	Community Liaison/ FIMR Project Coordinator	Women and Children Services
Joy Jackson, MD	Florida Department of Health in Polk County	Director	Public Health
Marcia Roberson	Citrus Connection	Director of Mobility Services	Public Transportation
Donn VanStee	Tri-County Human Services, Inc.	Director of Administration	Behavioral Health/ Substance Abuse

Name	Agency Represented	Title	Area of Expertise
Holly Vida	Central Florida Health Care, Inc.	Director of Marketing and Community Relations	Federally Qualified Health Center
Cory Skeates	Lakeland Chamber of Commerce	President & CEO	Business
Lori Martini	GiveWell Community Foundation	Vice President / CPO	Community Foundation
Cheryl Kelly	Early Learning Coalition of Polk County	Vice President of Programs	Education
Andrea Nikolai	UF/IFAS Extension Polk County Family and Consumer Sciences	Family and Consumer Science Agent	Health Education
Christina Criser Jackson	United Way of Central Florida	President and CEO	Social Services
Deena Ware	City of Winter Haven	CRA Manager	City Planning and Development
Stacy Campbell-Domineck	CareerSource Polk	President & CEO	Workforce Development
Kia Troutman	Kia Troutman Holistic Coaching	Holistic Wellness Coach	Holistic Wellness
Chandra Frederick	Polk Board of County Commissioners	Assistant County Manager	County Planning and Development
Dr. Lynn Marshall	Melanin Families Matter	President	Family Services/ Racial Disparities
Cara Nelson-James, DO	Central Florida Health Care, Inc.	Chief Medical Officer	Federally Qualified Health Center
Robert Rihn	Tri-County Human Services, Inc.	CEO	Behavioral Health/ Substance Abuse
Joy Johnson	Polk County - Indigent Health Care	HHS Administrator	Indigent Health Care Services



Summary of Community Dialogue Session

Participants discussed a wide range of issues that contribute to the overall health and well-being of Polk County residents. Below are the key themes:

- Access to care was identified as a top need. Participants expressed a need for more providers in the community to increase access and reduce the wait time to see a provider.

Access to care also includes:

- The office hours available for patient appointments. Participants stated needing additional availability outside of work and school schedules.
- Difficulty paying for medical treatment was also included in the

comments for accessing care. Many people wait until they are in crisis to seek care due to availability of providers and cost.

- Many people expressed there are not enough providers available in their community.
- Care navigation and access to shared resources was also a top need. Participants expressed a need for improving navigation through the healthcare system and increasing communication for available resources.
- Transportation was identified as a barrier to care. Polk has rural areas making it difficult to travel to healthcare appointments and to attend to health needs.

- Participants suggested improving cultural competence and offering resources and support in multiple languages so providers and staff can communicate more effectively with patients.
- Many people indicated access to mental healthcare services is difficult due to shortages in mental healthcare providers. Participants also suggested working to provide additional community education to assist in removing the stigma around mental health.
- Participants also addressed the inability for many community members to access healthy, affordable food. They shared that lack of financial resources and easily accessible retail locations make

it difficult to access healthy food from grocery stores and farmers' markets.

- Community members indicated a greater need for health education and prevention.
- Participants addressed racism and the impact it has on attaining quality and culturally appropriate healthcare.
- Participants referenced the following additional themes: youth development, senior care, maternal health, pedestrian safety, improving collaboration among agencies/organizations.



Prioritization of Needs

Over the course of several months, key stakeholders from Lakeland Regional Health and AdventHealth met to review primary and secondary data, determine criteria to be used for prioritization, and complete the prioritization of community health needs.

Prioritization of community needs took into consideration the following criteria:

- **Seriousness** of the health need and the effect it has on an individual's quality of life
- **Feasibility** of each organization addressing the health need
- The degree to which the health need affects specific groups of people, **equity**
- **Opportunity** for health system to build upon existing programs or potential collaborations with community partners

Data Limitations and Gaps

This report was constructed to provide a comprehensive and broad picture of the health of the overall community.

The data sources used in this assessment provide a thorough and detailed understanding of the current health status of our community. However, there are some limitations with this data, as is true with any available secondary data. Some gaps exist with comparative national data derived on schedules that lag behind state or local data.

Additionally, data is not always collected on a yearly basis, meaning that some data is several years old.

Based on the experiences of community members and the expert stakeholders involved in our CHNA process, we are confident the health needs we have identified have a significant impact on vulnerable populations within our community.



General Findings

Red denotes where Polk performance is worse than corresponding data for the region and state. Red is used in the Polk White demographic only when performance is worse than either Polk-Black or Polk-Hispanic and when performance is worse than Polk-Overall demographic. Red is used in Polk minority demographics only when performance is worse than Polk-Overall demographic.

2022-2025 CHNA		Updated April/May 2021		
Economy/Demographics	US	FL	Hillsborough	Polk
2021 Unemployment (July 2021) (Source: BLS)	5.4%	5.1%	4.7%	6.0%
2020 High School Graduation Rate (Source: FloridaCharts, Healthy People, FLDOE)	86% (2019)	90.0%	88.8%	86.5%
2019 Bachelor's Degree or higher (25+)(Source: US Census)	32.1%	29.9%	33.5%	20.2%
2015-2019 Median Gross Rent (Source: US Census)	\$1,062.00	\$1,175.00	\$1,142.00	\$978.00
2015-2019 Median Selected Monthly Owner Costs - with a mortgage (Source: US Census)	\$1,595.00	\$1,503.00	\$1,540.00	\$1,251.00
2019 Persons Living Below Poverty Level (Source: FloridaCharts)	10.4% (2020, census)	14.0%	14.6%	15.8%
2019 Children Living in Poverty (Children under age 18) (Source: 2021 Kids Count® Profile)	16.1% (2020)	18.2%	18.4%	21.1%



Health Outcomes				
Cardiovascular	US	FL	Hillsborough	Polk
2019 Age-Adjusted Major Cardiovascular Diseases Death Rate Per 100,000 (Source: FloridaCharts, NCHS Health)	128 (2019)	198.9	204	239.9
2019 Age-Adjusted Stroke Death Rate Per 100,000 (Source: FloridaCharts, HealthyPeople)	37 (2016-2018)	41.4	30.9	60
2019 Age-Adjusted Hospitalizations from or with Coronary Heart Disease Rate Per 100,000 (Source: FloridaCharts)		274.1	287.5	367.3
2019 Age-Adjusted Hospitalizations from Congestive Heart Failure Rate Per 100,000 (Source: FloridaCharts)		1285.6	1482.9	1660.3
Respiratory	US	FL	Hillsborough	Polk
2019 Age Adjusted Chronic Lower Respiratory Disease Death Rate Per 100,000 (Source: FloridaCharts, CDC)	47.8 (2019)	36.1	38.3	50.7
2019 Age Adjusted Asthma Death Rate Per 100,000 (Source: FloridaCharts, CDC)	1.1 (2019)	0.8	1	1.1
2019 Age Adjusted Hospitalizations from or with Asthma Rate Per 100,000 (Source: FloridaCharts)	ED visits or Inpatient Stays available (5.5 per 10,000 for 2018)	657.3	866.6	940.2

Health Outcomes					
Florida-White	Florida-Black	Florida-Hispanic	Polk-White	Polk-Black	Polk-Hispanic
193.3	250.3	165.1	233.1	307.9	206.3
39.2	60.9	40.1	57.6	82.2	79.4
255.8	278.4	240.8	342.9	343.3	426.4
1102.0	2133.5	1016.6	1481.7	2543.6	1606.8
Florida-White	Florida-Black	Florida-Hispanic	Polk-White	Polk-Black	Polk-Hispanic
38.1	22.9	20.6	53.7	33.9	19.2
0.6	1.4	0.7	0.8	3.2	0.5
523.5	1044.9	586.5	795.4	1275.8	1103.9

Health Outcomes				
Cancer	US	FL	Hillsborough	Polk
2019 Age Adjusted Cancer Death Rate Per 100,000 (Source: FloridaCharts, HealthyPeople)	146.2 (2019)	142.8	147.3	147.6
2019 Age Adjusted Lung Cancer Death Rate Per 100,000 (Source: FloridaCharts, HealthyPeople, CDC)	33.4 (2019)	33.4	34.5	35.8
2019 Age Adjusted Female Breast Cancer Death Rate Per 100,000 (Source: FloridaCharts, HealthyPeople)	19.4 (2019)	10.6	11.2	10.9
2019 Age Adjusted Colorectal Cancer Death Rate Per 100,000 (Source: FloridaCharts, HealthyPeople)	13.2 (2019)	12.5	14.2	12.6
2019 Age Adjusted Cervical Cancer Death Rate Per 100,000 (Source: FloridaCharts, HealthyPeople)	2 (2017)	1.4	1	2.2
2019 Age Adjusted Prostate Cancer Death Rate Per 100,000 (Source: FloridaCharts, HealthyPeople)	18.3 (2019)	7.2	7.1	6.7
2018 Age Adjusted Melanoma Incidence Rate Per 100,000 (Source: FloridaCharts)	22.7 (2017)	25.3	27.9	29.9

Health Outcomes					
Florida-White	Florida-Black	Florida-Hispanic	Polk-White	Polk-Black	Polk-Hispanic
142.5	152.1	109.5	149.4	135	128.4
34.8	24.9	18.8	37.4	25.3	22
9.9	14.6	8	10.6	14	9
12.1	15.7	11.6	12.2	14.7	12.8
1.3	2.4	1.3	2.2	2.1	2.8
6.7	13	6.3	6.6	7.8	11.6
28.5	1.4	3.2	34.9	1.4 (2017)	3.0

Health Outcomes				
Diabetes	US	FL	Hillsborough	Polk
2019 Age Adjusted Diabetes Death Rate Per 100,000 (Source: FloridaCharts)	26.7 (2019)	19.7	19.3	24.8
2019 Adults with diagnosed Diabetes (Source: FloridaCharts, CDC)	11.3% (2015-2018)	11.7%	10.9%	15.4%
2019 Age Adjusted hospitalizations from or with diabetes Rate Per 100,000 (Source: FloridaCharts)		2314.2	2667.1	3418.3
Prenatal and Perinatal Health	US	FL	Hillsborough	Polk
2019 Infant deaths from 0-364 days from birth Per 1,000 Births (Source: FloridaCharts, Healthy People)	5.67 (2018)	6	6.6	6.7
2019 Percentage of births with low birth weight <2500grams - Per 1,000 Live Births (Source: Florida Charts, Healthy People)	8.31%	8.8%	8.7%	9.0%
2019 Teen birth rate mothers 15-19 Birth Rate Per 1,000 Females (Source: FloridaCharts, CDC)	16.7 (2019)	16.2	16.7	24.4
2019 Resident live births to mothers who smoked during pregnancy Percentage of total Births (Source: FloridaCharts)	7.2% (2016)	4.1%	3.8%	5.6%

Health Outcomes					
Florida-White	Florida-Black	Florida-Hispanic	Polk-White	Polk-Black	Polk-Hispanic
17.5	37.6	17.3	23.8	36.7	23.6
11.5%	16%	10.6%	11.8%	31.4%	18%
1915.1	4020.3	2249.3	3046.2	5002.0	4030.3
Florida-White	Florida-Black	Florida-Hispanic	Polk-White	Polk-Black	Polk-Hispanic
4.4	10.9	4.9	5.6	10.8	7.9
7.2%	14.0%	7.5%	7.5%	14.2%	7.6%
14.6	22.8	18.6	22.7	30.4	25.9
4.7%	2.8%	1.1%	6.3%	3.8%	2.1%

Health Outcomes				
Behavioral/Mental	US	FL	Hillsborough	Polk
2019 Age-Adjusted deaths due to suicide Death Rate Per 100,000 (Source: FloridaCharts, HealthyPeople)	13.9 (2019)	14.5	14.1	17.3
2019 Hospitalizations for Mental Disorders (Source: FloridaCharts)		1026.6	687.5	1120.3
Injuries	US	FL	Hillsborough	Polk
2019 Motor Vehicle Deaths Death Rate Per 100,000 (Source: FloridaCharts, CDC FastStats)	11.5 (2019)	14.7	13.9	17.3
2019 Violent Crimes Rate Per 100,000 (Source: FloridaCharts, FBI)	250.2 (2019)	381.3	253	288.9
2019 Age-Adjusted Deaths Due to Unintentional Injuries Death Rate Per 100,000 (Source: FloridaCharts, CDC FastStats)	52.7 (2019)	55.5	49.9	53.4

Health Outcomes					
Florida-White	Florida-Black	Florida-Hispanic	Polk-White	Polk-Black	Polk-Hispanic
16.5	5.9	7.7	19.7	7.5	10.0
949.4	1283.9	605.5	1073.0	1299.1	707.3
Florida-White	Florida-Black	Florida-Hispanic	Polk-White	Polk-Black	Polk-Hispanic
15.1	15.3	12.8	17.8	16.3	18.2
<i>Data Not Available by Race/Ethnicity</i>					
60.3	41.2	34.1	56.8	38.6	35.9

Health Outcomes				
Infectious/ Communicable Diseases	US	FL	Hillsborough	Polk
2019 Age Adjusted Pneumonia/ Influenza Death Rate Per 100,000 (Source: FloridaCharts, CDC NVSS)	14.9 (2018)	8.4	10.7	14.8
2019 Age Adjusted Deaths from HIV/AIDS Cases Rate Per 100,000 (Source: FloridaCharts, Healthy People)		2.8	2.5	2.2
2019 HIV Diagnoses Rate Per 100,000 (Source: FloridaCharts, CDC)	13.3 (2018)	21.4	19.8	18.9
2019 Chlamydia Cases Rate Per 100,000 (Source: FloridaCharts, CDC)	539.9	525.5	631.9	568
2019 Gonorrhea Cases Rate Per 100,000 (Source: FloridaCharts)	188	174.9	196.4	187.7
Weight/Nutrition/Activity	US	FL	Hillsborough	Polk
2019 Overweight and Obese Adults % of Adults with BMI >25.0 (Source: FloridaCharts)	73.6% adults over 20 (2017-2018)	64.6%	68.8%	71.4%
2020 Students who are overweight or obese (Source: FloridaCharts)		30.4%	28.3%	30.9%

Health Outcomes					
Florida- White	Florida- Black	Florida- Hispanic	Polk- White	Polk- Black	Polk- Hispanic
8.3	9.2	6.5	14.2	18.8	9.7
1.4	10.7	1.7	1.2	6.1	2.0
9.6	52.9	28.9	10.0	55.6	20.9
176.1	1032.2	293	345.3	1449.7	296.3
65.9	450.4	94.3	103.2	608.2	73.1
Florida- White	Florida- Black	Florida- Hispanic	Polk- White	Polk- Black	Polk- Hispanic
63.2%	70.1%	67.2%	70.3%	68%	79.7%
Data Not Available by Race/Ethnicity					

Health Outcomes				
Substance Use	US	FL	Hillsborough	Polk
2019 Adults who are current Cigarette Smokers (Source: FloridaCharts, HealthyPeople)	14% (2019)	14.8%	16.0%	17.8%
2016 Adults who engage in heavy or binge drinking (Source: FloridaCharts, HealthyPeople)	16% (2018)	18%	17.1%	12.9%
Screening and Vaccination	US	FL	Hillsborough	Polk
2019 Influenza Immunizations 65 years and older who received vaccine (Source: America's Health Rankings, FloridaCharts)	63.8% (2019)	58.3%	60.9%	57.7%
2019 Adults who have ever received a pneumonia vaccine (Source: America's Health Rankings FloridaCharts)	71.7% (2019)	35.4%	29.2%	35.6%
2016 Women 40+ who received mammogram in the past year (Source: FloridaCharts, CDC)	72% (2016 -2018)	77% (2016-2018)	55.5%	72.7%
2016 Women 18+ who have had a Pap Smear in the Past Year (Source: FloridaCharts, KFF)	66% (past 3 years 2018)	48.4%	50.3%	55.1%
2016 Adults 50+ who received a Sigmoidoscopy or Colonoscopy in the Past 5 Years (Source: FloridaCharts)	Colorectal Cancer Screening: 65.5% (ages 50-75; 2018)	53.9%	48.3%	52.4%
2016 Men Age 50+ who received a PSA test in the past 2 years (Source: FloridaCharts)		54.9%	51.4%	55.7%

Health Outcomes					
Florida-White	Florida-Black	Florida-Hispanic	Polk-White	Polk-Black	Polk-Hispanic
16.4%	24%	12.6%	17.7%	12.4%	13.9%
19.8%	14.3%	17.1%	13.8%	8.7%	11.7%
Florida-White	Florida-Black	Florida-Hispanic	Polk-White	Polk-Black	Polk-Hispanic
62.2%	49.5%	47.4%	60.6%	Not available	Not available
42.1%	28.1%	22.2%	40.9%	27.3%	23%
60.9%	61.7%	60.7%	68.5%	Not available	Not available
46%	55.8%	51.5%	48.6%	Not available	68.8%
55.9%	51.2%	49.6%	52.9%	Not available	48.9%
58.2%	48.4%	47.0%	59.3%	Not available	Not available

Health Outcomes				
Health Systems/Access	US	FL	Hillsborough	Polk
2019 Adults with any type of health care insurance (Source: FloridaCharts, HealthyPeople)"	89% (2018)	84.2%	84.5%	81.7%
2021 Primary Care Providers Rate Per 100,000 (Source: County Health Rankings & Roadmaps)	"1030:1 (Top US Performers, 90th percentile)"	1380:1	1210:1	2080:1
2019 Adults who could not see a doctor at least once in the past year due to cost (Source: FloridaCharts)		16%	15.6%	19.8%
2021 Mental Health Providers Rate Per 100,000 (Source: County Health Rankings & Roadmaps)	"270:1 (Top US Performers, 90th percentile)"	590:1	550:1	1070:1
2021 Dentists Rate Per 100,000 (Source: County Health Rankings & Roadmaps)	"1210:1 (Top US Performers, 90th percentile)"	1650:1	1700:1	2930:1
2019 Preventable ER Visits Under 65 from Dental Conditions Death Rate Per 100,000 (Source: FloridaCharts)		735.2	691.1	1245.6

Health Outcomes					
Florida-White	Florida-Black	Florida-Hispanic	Polk-White	Polk-Black	Polk-Hispanic
88.6%	81.4%	76.1%	84.4%	82.4%	69.5%
13.5%	16.8%	22.7%	15.7%	23.6%	30.8%

* Indicates the county rate is statistically significantly different from the statewide rate.



Community Priorities

Healthcare is an essential resource that we are privileged and honored to provide for the community we serve.

Lakeland Regional Health understands that everyone does not have an equal opportunity to thrive and be healthy. The environment in which someone lives can have significant effects on their health.

The CHNA process identified cultural competence as an overarching priority/ theme that impacts each of the selected priorities. A culturally competent healthcare system can help improve health outcomes and the quality of care while also addressing health disparities present in the community.

Upon review of our County's current health data and as a result of the CHNA process, Lakeland Regional Health has identified the following areas of need:

1. Cultural Competency
2. Access to Quality, Coordinated Care
3. Cancer Screening and Prevention
4. Diabetes
5. Heart Disease and Stroke
6. Injury Prevention
7. Mental Healthcare
8. Obesity, Nutrition, and Physical Activity

Priorities were selected, in part, based on issue prevalence and severity according to county data, in addition to input provided by community members and county stakeholders.

**Maternal and infant care* was a priority in the 2018-2021 Lakeland Regional Health CHNA — while it does not appear as a priority in the current CHNA, meaningful work continues to ensure and improve the health and well-being of mothers, infants, and children throughout Polk County.



Barriers to Care

A critical component of the CHNA process is identifying barriers and disparities on the path to obtaining quality healthcare and living a healthier lifestyle.

The identification of barriers and disparities helps pinpoint strategies for addressing the prioritized health needs. Through the review of secondary data, focus groups, and the community dialogue session, the following barriers and disparities were identified as pertinent to Polk County residents:

Transportation

According to the American Hospital Association (AHA) each year approximately 3.6 million people in the United States do not obtain medical care due to transportation issues. While Polk County's population continues to grow, access to healthcare in rural sections of the county continues to lag behind larger cities and towns. Lack of transportation often

results in delayed healthcare appointments and overall poorer health outcomes.

Shortage of Providers and Long Waits

According to a 2017 study by Merritt Hawkins, the average wait time for a physician appointment in 15 large metro markets was 24.1 days – rural data can show even greater wait times. Community residents who participated in the community health survey, focus groups and community dialogue session continue to report a need for greater access to care. Long wait times and the unavailability of appointments when community members need them continues to be a major barrier to maintaining wellness.

Limited Office Hours

Community members in focus groups and

through the community survey indicated having a difficult time scheduling an appointment due to not being able to take time off of work. Many healthcare organizations offer a typical set of business hours for patient visits (i.e. 8 AM – 6 PM). Community members stated having convenient office hours outside of their work schedules, such as evenings and weekends, would allow for more time to address health concerns.

Healthcare Navigation and Literacy

The ability to understand health information as it relates to navigating the healthcare system and familiarity with preventative health screenings and care continued to be addressed by community stakeholders in the community dialogue session and focus groups. As health systems continue to grow and become more complex, it is important

that providers focus on delivering comprehensive patient education and support patients in identifying the appropriate care for their health needs.

Language, Education, or Cultural Differences

According to the U.S. Census Bureau, more than 60 million U.S. residents speak a language other than English at home. Culture shapes how individuals perceive the world around them and how illness is experienced and care is sought. Cultural differences can cause misunderstandings between patients and doctors. As Polk County continues to become more diverse, healthcare teams must seek to understand a patient's cultural values by examining one's own bias, engaging in cultural competence education, and practicing active listening.



Health Needs Not Addressed

While Lakeland Regional Health recognizes affordable housing and lack of access to public transportation create significant barriers to obtaining healthcare, we recognize there are other community partners and resources better positioned to address these priorities.

Lakeland Regional Health is committed to supporting ongoing initiatives related to improving the overall quality of life for all Polk County residents and will continue to work to ensure access to quality equitable healthcare.

Public Comment

Lakeland Regional Health made its prior Community Health Needs Assessment (CHNA) report publicly available through the organization's website and accepted written comments and feedback regarding the CHNA and implementation strategy via e-mail.

At the time of this report, LRH had not received any written comments.

Next Steps

Lakeland Regional Health and AdventHealth will independently develop comprehensive implementation plans that address the community health priorities identified by each organization.

The implementation plans will outline goals, strategies, and action steps for the health priority areas outlined in the Community Health Needs Assessment.

Implementation Strategy

Using the results of the Community Health Needs Assessment (CHNA), Lakeland Regional Health has developed an implementation strategy that will work to address the significant health needs of Polk County and improve disparities present throughout the County.

Lakeland Regional Health is dedicated to driving impact across Polk County in ways that work to provide lasting change and strengthen the overall health of our community. We know actively engaging community members in their health journey helps people better understand their health and better manage their wellness goals.

Cultural Competence

The world we live in is diverse and becoming more globalized as technology continues to advance. Understanding cultural differences is a lifelong process that revolves around becoming more self-aware, developing social skills that keep diversity at the forefront of action, and gaining the ability to proactively advocate for others.

Cultural competency is the ability to effectively and respectfully bridge differences between one's own culture and the culture of others. While many people may face barriers in accessing healthcare, minorities often face greater obstacles to accessing equitable care as a result of longstanding structural and systemic inequities rooted in racism and discrimination.

Research has long established that social and cultural inequities are key drivers of health outcomes. In fact, it is the various

elements of an individual's culture (their beliefs, customs, values, traditions, etc.) that influence how, if, and when they seek healthcare. A lack of cultural competence in a healthcare system often leads not only to poor patient satisfaction but inevitably poorer health outcomes.

By 2050, it is estimated that 50% of the U.S. population will consist of minorities.

The Centers for Disease Control and Prevention states health equity is achieved when every person has the opportunity to "attain his or her full health potential" and no one is "disadvantaged from achieving this potential because of social position or other socially determined circumstances." Addressing disparities in healthcare is important not only from an equity standpoint, but is vital to improving the overall health and quality of life for every Polk County resident.

In their 2021 Healthiest Communities report, *U.S. News & World Report* ranked Polk County a 51 (out of 100) in the equity category. The equity category assesses income, education, health and social equality to determine how well all members of a community are afforded the opportunity to live a productive, healthy life.





Equity

Populations that face unique health challenges and disparities:

- Adolescent and young adults
- Homeless or individuals with housing instability
- Immigrants, migrants, and refugees
- Individuals who are incarcerated or previously incarcerated
- People of color
- LGBTQ+

	Initiatives and Actions	Anticipated Impact
Cultural Competence	<ul style="list-style-type: none"> • Recruit and retain top diverse talent. • Develop an intentional curriculum for team members that works to enhance cultural competency and awareness. • Launch a Diversity Advisory Council that works to advance commitment to eliminating bias, advocates for the underserved, and establishes processes and procedures to reinforce cultural competency in patient care. • Further develop community partnerships that work to foster health equity and improve pathways to care. 	<ul style="list-style-type: none"> • Greater understanding of health equity in our community • Creation of an environment where all people feel a sense of belonging, are valued and respected, and have access to the same opportunities



Access to Quality, Coordinated Care

About 1 in 10 people in the United States don't have health insurance. People without insurance are less likely to have a primary care provider, and they may not be able to afford the healthcare services and medications they need. – Healthy People 2030

Access to health care means having “the timely use of personal health services to achieve the best health outcomes”

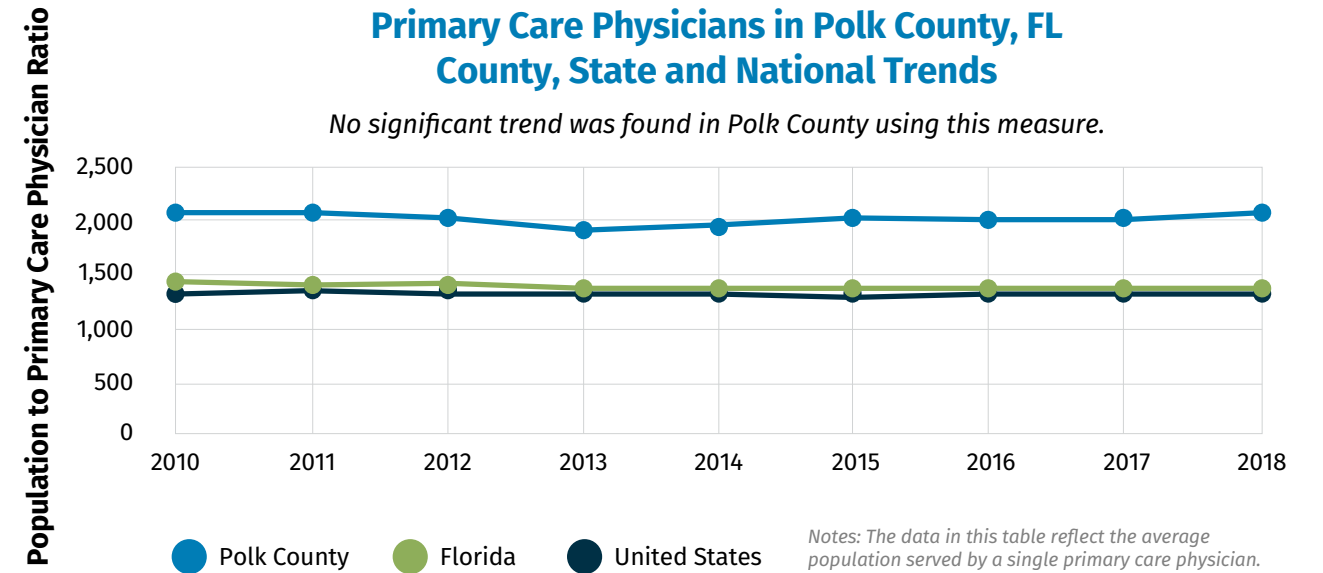
Access to affordable, quality healthcare is vital to maintaining good physical, social, and mental health. When community members are able to establish a medical home and connect with a provider who aligns with their health needs and care preferences, they are able to develop long-term relationships and engage in consistent preventative care and screenings.

Improving access to quality, coordinated care allows Lakeland Regional Health to provide care that is appropriate and convenient where patients experience higher quality care and achieve better health outcomes.

Across the country, many counties lack sufficient providers to meet patient needs. **As of 2021, there were 2,080 Polk County residents to 1 primary care physician compared to the state ratio of 1,380:1.**

Regular and reliable access to health services can:

- Prevent disease and disability
- Detect and treat illnesses or other health conditions
- Increase quality of life
Reduce the likelihood of premature death
- Increase life expectancy



	Initiatives and Actions	Anticipated Impact
Access to Quality, Coordinated Care	<ul style="list-style-type: none"> • Increase capacity by attracting and retaining diverse, adaptable and highly qualified providers and team members. • Establish a Graduate Medical Education program that will foster health and healing, engage a diverse community and work collaboratively for positive medical and social transformation. • Establish new locations and optimize existing sites of service to provide clinical services in convenient, easily accessible locations. • Collaborate with local, regional and national partner organizations and affiliates to continue to expand and strengthen healthcare services to provide convenient access and highest quality outcomes. • Engage community members in education regarding their access to primary care. 	<ul style="list-style-type: none"> • Care that is convenient as well as culturally sensitive and appropriate • Increased patient satisfaction • Reduction of barriers that impact a patient's ability to achieve health and wellbeing • Increased compliance with preventive care recommendations (screenings, immunizations, lifestyle changes) • Reduction in the percentage of community members who delay obtaining needed medical care



Cancer Screening and Prevention

Cancer is the second leading cause of death in Polk County and the United States. The cancer death rate has declined in recent decades, but over 600,000 people still die from cancer each year in the United States.

The causes of cancer vary; however, due to social, environmental, and economic disadvantages, certain groups face a more disproportionate burden of cancer compared with other groups. Population groups that may experience cancer disparities include groups defined by race/ethnicity, disability, gender identity, geographic location, income, education, age, sexual orientation, national origin, and/or other characteristics.

Taking a closer look at cancer disparities:

- Blacks/African Americans have higher death rates than all other racial/ethnic groups for many, although not all, cancer types.
- Black/African-American men are twice as likely as White men to die of prostate cancer and continue to have the highest prostate cancer mortality among all US population groups.
- The rates of smoking and alcohol drinking, which increase cancer risk, are higher among lesbian, gay, and bisexual youths than among heterosexual youths.
- Cervical cancer incidence and death rates have been substantially higher among Hispanic women than they have among White women for the past two decades.

In the United States, it is estimated that 4 out of 10 cancer cases and almost half of all cancer-related deaths are caused by potentially modifiable risk factors. These risk factors include but are not limited to: tobacco use, poor diet, alcohol intake, physical inactivity, obesity, and ultraviolet (UV) radiation.

	Initiatives and Actions	Anticipated Impact
Cultural Competence	<ul style="list-style-type: none"> • Engage with community partners to improve cancer screening rates in order to facilitate early detection of cancer. • Empower community members to engage in cancer prevention and early detection through use of cancer screenings. • Provide resources for community providers and community members experiencing cancer-related illness. • Increase education outreach opportunities through programs such as ShopTalk and the Congregational Health Partnership program. • Increase participation in the tobacco cessation program held in collaboration with Tobacco Free Florida. The program encourages participants to work on the process and problems of quitting, both individually and as part of a group. • Increase the number of adolescents aged 9-14 years who are up to date with the HPV vaccine series. (In partnership with the American Cancer Society, Florida Department of Health in Polk, Central Florida Healthcare). 	<ul style="list-style-type: none"> • Increased compliance with preventive care recommendations (screenings and lifestyle changes) • Decreased cancer incidence and/or rate of late-stage cancer diagnoses • Increased public awareness of cancer prevention strategies • Increased focus on barriers that prevent timely and equitable cancer prevention, early detection, and treatment



Diabetes

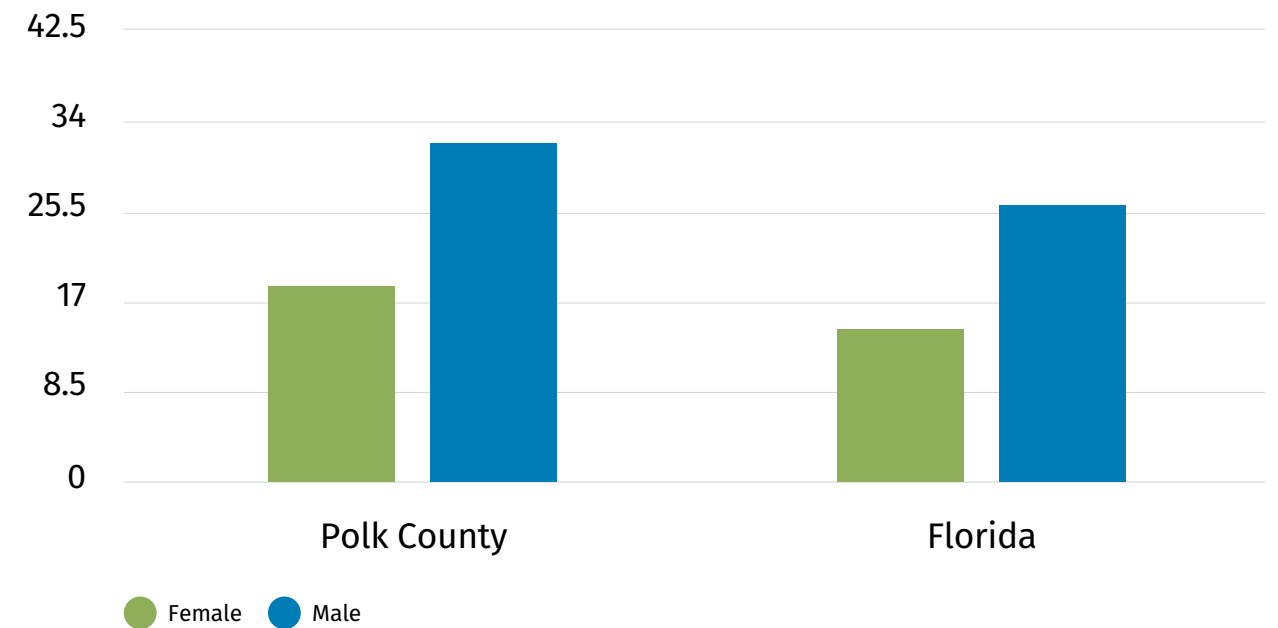
Diabetes and its complications are often manageable with special attention to an individual's personalized treatment plan, a healthy diet, and active lifestyle. In 2019, the age-adjusted rate per 100,000 population of Deaths from Diabetes (All) in Polk County was 24.8 compared to Florida rate of 19.7.

As with most chronic diseases, many factors can contribute to the onset of diabetes. The most common type of diabetes is type 2, which accounts for about 90%-95% of all diabetes cases and is largely the result of excessive weight and physical inactivity.

While new cases of diabetes have decreased, this is not true for people younger than 20. More people are developing type 1 and type 2 diabetes during youth, and racial and ethnic minorities continue to develop type 2 diabetes at higher rates. Likewise, the proportion of older people in our nation is increasing, and older people are more likely to have a chronic disease like diabetes.

34.2 million Americans—just over 1 in 10—have diabetes. - CDC

Diabetes Death Per 100,000: By Sex (2019)



	Initiatives and Actions	Anticipated Impact
Diabetes	<ul style="list-style-type: none"> Increase knowledge of and access to diabetes education programs. Increase access to the Diabetes Prevention Program (DPP) for high-risk community members. Provide education outreach opportunities through programs such as ShopTalk and the Congregational Health Partnership Program. Continue to offer glucose screenings throughout the community and provide education about diabetes, pre-diabetes, risk factors, and early intervention. Explore ways to assist providers and team members in providing culturally appropriate education to diabetic patients. 	<ul style="list-style-type: none"> Increased knowledge of available resources Increased referrals to diabetes education classes and to the Diabetes Prevention Program (DPP) Decrease new incidences of diabetes Reduction in hospitalization rates due to diabetes



Heart Disease and Stroke

Between 2015 and 2018, 126.9 million American adults had some form of Cardiovascular Disease (CVD).

According to the American Heart Association's Heart Disease and Stroke Statistics, heart disease remains the leading cause of death worldwide. The most common conditions that increase the risk of heart disease and stroke are: high blood pressure, high cholesterol, obesity and diabetes. In 2019, the age-adjusted rate per 100,000 population of Deaths from Heart Diseases in Polk County was 164.6 compared to Florida at 143.5.

In order to reduce the risk of getting heart disease, it is important to:

- Control blood pressure
- Keep cholesterol and triglyceride levels under control
- Maintain a healthy weight
- Eat a healthy diet
- Exercise regularly
- Limit alcohol intake
- Avoid smoking
- Manage stress
- Manage diabetes

Bridging the Gap

Racial and ethnic minority groups more frequently face barriers to CVD diagnosis. These barriers often include lack of health insurance, limited access to quality healthcare, and insufficient culturally appropriate communication.

According to the American College of Cardiology:

- Blacks are 33 percent more likely than Whites to die of cardiovascular disease in the
- Women and Blacks are less likely to be referred for cardiac catheterization when
- Physicians are less likely to discuss cardiovascular disease risk, perform guideline-directed risk assessments or provide quality preventive care with women.

“The extraordinary circumstances of dealing with COVID-19 have changed the way we live, including adopting unhealthy behaviors that are known to increase the risk of heart disease and stroke. Unhealthy eating habits, increased consumption of alcohol, lack of physical activity and the mental toll of quarantine isolation and even fear of contracting the virus all can adversely impact a person’s risk for cardiovascular health. We’ll need to watch and address these trends as the full ramifications will likely be felt for many years to come.”

- Salim S. Virani, M.D., Ph.D., FAHA (Baylor College of Medicine)

	Initiatives and Actions	Anticipated Impact
Heart Disease and Stroke	<ul style="list-style-type: none"> • Provide health education through community health events and in the media to encourage healthy behaviors and recognition of signs and symptoms of heart disease and stroke. • Continue to provide blood pressure screenings at community events and in faith-based organizations through the Congregational Health Partnership program. • Increase the number of community residents who know how to perform CPR and use an automated external defibrillator or AED. • Provide support programs and education on cardiovascular health, stroke prevention and recovery. • Increase knowledge and awareness of self-monitoring practices and signs/symptoms • Reduced mortality rates for cardiovascular disease 	<ul style="list-style-type: none"> • Increased knowledge and awareness of self-monitoring practices and signs/symptoms • Reduced mortality rates for cardiovascular disease



Injury Prevention

No matter what part of the country you live in, injuries and violence affect everyone, regardless of age, race, or economic status. Nationally, injury is the leading cause of death for children and adults between the ages of 1 and 45.

The major categories of injury are unintentional (accidental) and intentional. Unintentional injuries include those that result from motor vehicle accidents, fires, drownings, falls, poisonings, suffocation, animal bites, recreational and sports-related activities. Intentional injuries are categorized by interpersonal or self-inflicted violence, and include homicide, assaults, suicide, child abuse and neglect, elder abuse and sexual assault.

Unintentional injury was a leading cause of death among Floridians from birth through age 64. In 2020, there were 175,058 visits to the Lakeland Regional Health emergency department (ED) compared to 209,658 in 2019. The decline in emergency room visits can be attributed to the decrease seen across the country as individuals avoided the emergency department during the COVID-19 pandemic. Reasons for ED avoidance included fear of contracting COVID-19 in healthcare settings and stay-at-home orders.

In 2019, Lakeland Regional Health was listed as second busiest single-site emergency department (ED) in the nation by *Becker's Hospital Review*.

Injury-Related Fatality Rates, 2019		
Injury	US	Florida
Motor Vehicle Injuries	49.23	55.42
Falls (Ages 65+)	63.29	67.37
Drownings (Ages 0-9)	1.37	2.69
Pedestrian	2.21	3.30
Pedal Cyclist	0.30	0.73
Violence-Related Injuries	20.15	21.29
Suicides	13.93	14.50

	Initiatives and Actions	Anticipated Impact
Cultural Competence	<ul style="list-style-type: none"> Continue to participate in the Coalition on Injury Prevention. The Coalition provides injury prevention education and activities by leveraging partnerships, community effort, support networks and community events. Increase the use of safety equipment and knowledge of preventing childhood injuries (i.e. helmet safety, car seat safety, drowning prevention) across the county. Continue to provide Stop the Bleed education to community residents. Provide resources for community providers and members experiencing cancer-related illness, asthma and diabetes. 	<ul style="list-style-type: none"> Increased awareness and knowledge of injury prevention activities Increased participation in education/prevention programs



Mental Healthcare

1 in 5 adults in the U.S. experience mental illness within a given year.

(2017 National Survey on Drug Use and Health (NSDUH) by the Substance Abuse and Mental Health Services Administration (SAMHSA))

61.4% of adults with any mental illness (AMI) in Florida did not receive treatment.

The national average is 56.4%. (The State of Mental Health in America | Mental Health America)) (mhanational.org)

Mental health and substance use disorders affect an individual's ability to live a full, productive life as well as maintain happy, healthy relationships. Every individual's overall health is determined by both physical and mental well-being. Like many elements of health, mental health is determined by a variety of factors including: socioeconomic status, biology and the environment or community in which someone lives and works.

Individuals with disabilities, communities of color, LGBTQ+ communities, and immigrant and refugee communities often suffer from poor mental health outcomes due to multiple factors including inaccessibility of high-quality mental healthcare services, cultural stigma surrounding mental healthcare, discrimination, and overall lack of awareness about mental health.

In 2019, approximately 51 million U.S. adults (18 years and older) reported any mental illness (AMI), and 7.7% reported a past-year substance use disorder. In Polk County, the ratio of the population to mental health providers is 1,190:1 (2019). The lack of sufficient providers to meet patient needs continues to impact the ability to access healthcare and acquire much needed treatment.

Nationally, more than 10 million adults have an unmet need for mental health treatment. That number has not declined since 2011. – Mental Health America

	Initiatives and Actions	Anticipated Impact
Mental Healthcare	<ul style="list-style-type: none"> Construct the new Center for Behavioral Health and Wellness by 2022. Increase integration of physical and behavioral health services through streamlined access to behavioral health resources across organization service lines including primary care. Reduce deaths by suicide by increasing ability for patients to get care before it reaches crisis in addition to education and advocacy in the community. Coordinate and work collaboratively with community stakeholders to expand access to a continuum of behavioral health services. Conduct community-wide awareness campaigns aimed at reducing stigma and enhancing access to community education programs. 	<ul style="list-style-type: none"> Increased capacity for inpatient services Creation of new and expanded outpatient services that support a more comprehensive care continuum Increased awareness of the treatment of mental health Improved coordination among healthcare providers, community resources, and programs Reduction in the percentage of residents who delay obtaining needed behavioral health and substance abuse intervention and care Reduction in stigma surrounding mental illness

Obesity

Community members ranked obesity as the number 1 health problem affecting the health of Polk County residents in the 2021 community survey.

In 2019, approximately 71.4% of adults in Polk County were overweight or obese compared to the state rate of 62.1%. There are countless reasons why people have difficulty maintaining a healthy weight. In most cases, obesity results from a combination of inherited factors, combined with the environment someone lives in and their daily behaviors. Community, home, childcare, school, healthcare, and workplace settings can all influence personal choices on a daily basis.

People who are overweight or obese are at increased risk for many serious and complex diseases, including:

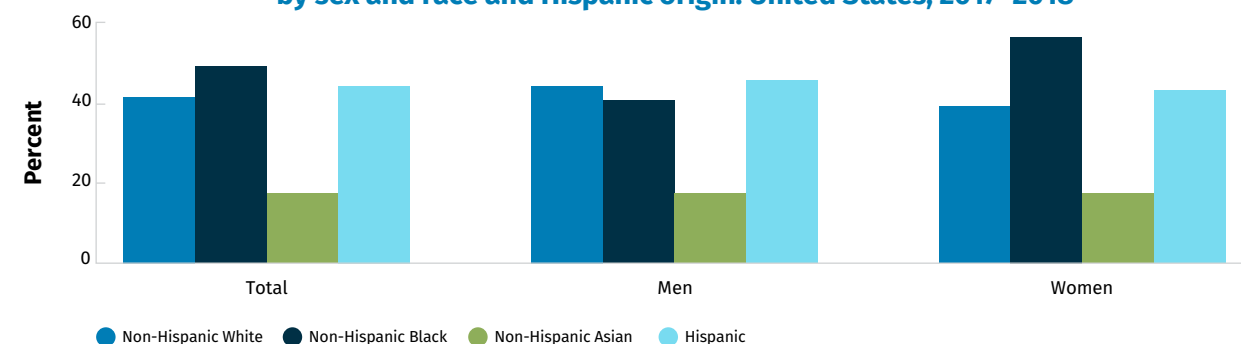
- High blood pressure
- Stroke
- Heart disease
- Mental illness
- Diabetes
- Sleep apnea
- Cancer

Similar to many other health issues, disparities in obesity prevalence exist between racial groups for both children and adults.

In order to effectively address the prevalence of obesity and the associated disparities, healthcare organizations must focus on:

- Promoting cultural competency as it relates to delivering patient and community education in a way that is tailored to an individual's unique lifestyle.
- Addressing the social determinants of health including but not limited to: access to healthy food, housing, quality education, and opportunities to engage in physical activity.
- Developing interventions that focus on engaging individuals in skill-building programs that improve an individual's food-shopping behaviors and nutritional knowledge.

Age-adjusted prevalence of obesity among adults aged 20 and over, by sex and race and Hispanic origin: United States, 2017–2018



	Initiatives and Actions	Anticipated Impact
Obesity, Nutrition, and Physical Activity	<ul style="list-style-type: none"> • Create innovative prevention and wellness initiatives and outreach efforts to improve overall population health status in our community. • Promote weight management programs and services. • Partner with community organizations and surrounding neighborhoods to implement impactful community education that increases knowledge and skills that promote healthy lifestyles for community residents. • Reduce cancer risk and increase support for cancer survivors by providing free and low-cost physical activity opportunities that allow participants to maintain a healthy weight, eat a healthy diet, and be physically active. • Continue to implement the Congregational Health Partnership program and annual FitChurch Challenge program (with the addition of FitKids curriculum). • Develop interactive childhood obesity education that promotes healthy nutrition, increased physical activity, and decreased screen time. 	<ul style="list-style-type: none"> • Increased awareness of healthy lifestyles and its impact on disease prevention • Increased participation in community fitness and wellness programs • Improved healthy eating behaviors and increased physical activity • Continued development of community partnerships that promote overall wellbeing and physical activity

Appendix

Appendix A Community Health Needs Assessment Requirements

Section 501(r)(3)(A) requires a hospital organization to conduct a community health needs assessment (CHNA) every three years and to adopt an implementation strategy to meet the community health needs identified through the CHNA.

Action	Lakeland Regional Health
A definition of the community served by the hospital facility	Pg. 22
Demographics of the community	Pg. 24-25
Description of the process and methods used to conduct the CHNA	Pg. 28
Description of how the hospital facility solicited and considered input received from persons who represent the broad interests of the community it serves	Pg.28-33
The process for identifying and prioritizing community health needs and services to meet the community health needs	Pg. 35
Prioritized description of the significant health needs of the community identified through the CHNA	Pg. 55
Information gaps that limit the hospital facility's ability to assess the community's health needs	Pg.36
Description of resources potentially available to address the significant health needs identified through the CHNA	Pg. 76-93
Evaluation of the impact of any actions that were taken to address the significant health needs identified in the immediately preceding CHNA	Pg. 3-8
Board approval of CHNA	Pg. 17

Appendix B Glossary of Terms

Abbreviations

- ACA:** Affordable Care Act
- ACS:** American Cancer Society
- CDC:** Centers for Disease Control and Prevention
- CHNA:** community health needs assessment
- SDOH:** social determinants of health

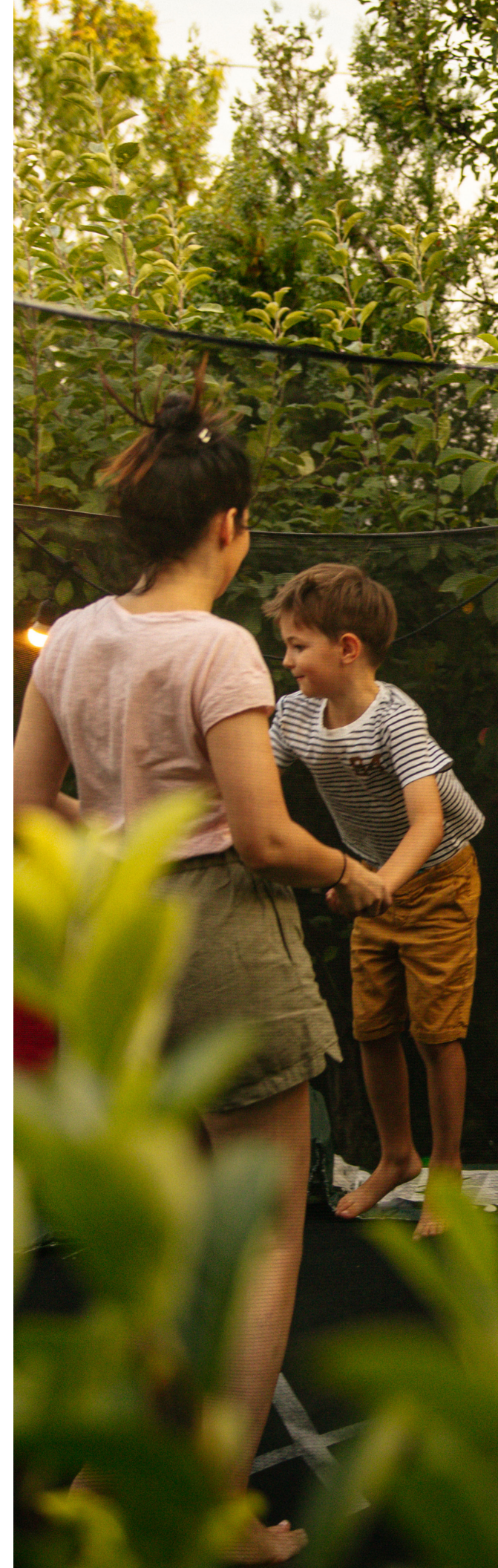
Terms

Access: Access is the potential for or actual entry of a population into the health system. Entry is dependent upon the wants, resources, and needs that individuals bring to the care-seeking process. The ability to obtain wanted or needed services may be influenced by many factors, including travel, distance, waiting time, available financial resources, and availability of a regular source of care. Access also refers to the extent to which a public health service is readily available to the community's individuals in need.

Chronic Disease: Conditions that last 1 year or more and require ongoing medical attention or limit activities of daily living or both. Chronic diseases such as heart disease, cancer, and diabetes are the leading causes of death and disability in the United States.

Community: Group of people with diverse characteristics who are linked by social ties, common perspectives, and who may be engaged in joint action in geographical locations or settings. This is but one definition. Community can be defined in multiple ways depending on the people asked and what groups have in common.

Cultural Competence: A set of skills that result in an individual understanding and appreciating cultural differences and



similarities within, among, and between groups and individuals. This competence requires that the individual draw on the community-based values, traditions, and customs to work with knowledgeable persons of and from the community in developing targeted interventions and communications.

Demographic: Demographic characteristics of a region include measures of total population as well as percent of total population by age group, gender, race and ethnicity, populations and sub-populations, and the rate of change in population density over time, due to births, deaths and migration patterns.

Federal Poverty Level: A measure of income issued every year by the Department of Health and Human Services (HHS). Federal poverty levels are used to determine your eligibility for certain programs and benefits, including savings on Marketplace health insurance, and Medicaid and CHIP coverage.

Focus Group: A focus group is comprised of a collection of several individuals who all discuss a particular subject, voicing and discussing their opinions and ideas on that subject.

Food Insecurity: Limited or uncertain access to adequate food because of lack of money and other resources.

Health Equity: Health equity means that everyone has a fair and just opportunity to be as healthy as possible. This requires removing obstacles to health such as poverty, discrimination, and their consequences, including powerlessness and lack of access to good jobs with fair pay, quality education and housing, safe environments, and healthcare.

Health Insurance: A contract that requires your health insurer to pay some or all of your health care costs in exchange for a premium.

Preventive Services: Routine health care that includes screenings, check-ups, and patient counseling to prevent illnesses, disease, or other health problems.
Social Determinants of Health: Social determinants of health (SDOH) are the conditions in the environments where people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes and risks.

Wellness Programs: A program intended to improve and promote health and fitness that's usually offered through the work place, although insurance plans can offer them directly to their enrollees. The program allows your employer or plan to offer you premium discounts, cash rewards, gym memberships, and other incentives to participate. Some examples of wellness programs include programs to help you stop smoking, diabetes management programs, weight loss programs, and preventative health screenings.

Appendix C Polk County Municipalities Population Estimates

	Municipality	Population
1	City of Auburndale	16,650
2	City of Bartow	20,147
3	City of Davenport	6,005
4	Town of Dundee	5,044
5	City of Eagle Lake	2,904
6	City of Fort Meade	6,257
7	City of Frostproof	3,261
8	City of Haines City	26,009
9	Village of Highland Park	220
10	Town of Hillcrest Heights	298
11	City of Lake Alfred	6,257
12	Town of Lake Hamilton	1,494
13	City of Lakeland	112,136
14	City of Lake Wales	16,759
15	City of Mulberry	4,257
16	City of Polk City	2,724
17	City of Winter Haven	44,955

Us Census, Population Estimates (V2019)

Appendix D Additional Polk County Data

The data in the chart below is from the University of Wisconsin Population Health Institute's, 2021 County Health Rankings and Roadmaps report.

Health Outcome/ Factor	Description	Polk County	Florida	Top U.S. Performers
Premature Death (2017-2019)	Years of potential life lost before age 75 per 100,000 population (age-adjusted).	8,000	7,200	5,400
Poor or fair health (2018)	Percentage of adults reporting fair or poor health (age-adjusted)	22%	20%	14%
Poor mental health days (2018)	Average number of mentally unhealthy days reported in past 30 days (age-adjusted).	4.9	4.2	3.8
Physical Inactivity (2017)	Percentage of adults age 20 and over reporting no leisure-time physical activity.	29%	26%	19%
Access to exercise opportunities (2010 & 2019)	Percentage of population with adequate access to locations for physical activity.	79%	89%	91%
Preventable Hospital Stays (2018)	Rate of hospital stays for ambulatory-care sensitive conditions per 100,000 Medicare enrollees.	6,344	4,684	2,565
Air Pollution – particulate matter (2016)	Average daily density of fine particulate matter in micrograms per cubic meter (PM2.5).	6.1	7.7	5.2
Severe Housing Problems (2013-2017)	Percentage of households with at least 1 of 4 housing problems: overcrowding, high housing costs, lack of kitchen facilities, or lack of plumbing facilities.	17%	20%	9%

Appendix E Community Health Survey

From March 17 – June 30, 2021 Lakeland Regional Health and AdventHealth (Central Florida) conducted online surveys of 926 residents in Polk County (Florida). The purpose of the survey was to assess access to healthcare services, to gauge barriers to accessing care, and to gain insight into residents' attitudes toward available healthcare services.

Research Methodology

The survey took approximately 15 minutes to complete. Respondents represented 37 zip codes. This is a sufficient sample size to assess resident opinions generally and to review findings by multiple subgroups, including age, gender, and area of the county. The survey was made available via public websites, community e-newsletters, and cultivated e-mail distribution lists.

Survey Questions

- 1. What is your zip code? (Please use 5-digit zip code)**
- 2. What is your gender?**
 - Male
 - Female
 - Transgender
 - Other/Gender non-conforming
 - Prefer Not to Answer
- 3. What is your age group? (Please check one)**
 - 18-29
 - 30-39
 - 40-49
 - 50-64
 - 65-74
 - 75+
 - Prefer not to answer
- 4. Which of the following best represents your racial or ethnic heritage? (Please check all that apply)**
 - Black or African American
 - White or Caucasian
 - Asian
 - Native Hawaiian or Other Pacific Islander
 - American Indian or Alaska Native
 - Other
 - Prefer not to answer
- 5. Are you Hispanic or Latino/a**
 - Yes
 - No
 - Prefer not to answer
- 6. What is your highest level of education?**
 - Less than High School
 - Some High School
 - High School Degree or GED/equivalent
 - Bachelor's Degree
 - Associate's Degree
 - Bachelor's Degree
 - Graduate or Professional Degree
 - Trade School
 - Prefer not to answer
- 7. Please select your income range.**
 - Less than \$25,000
 - \$25,000 - \$50,000
 - \$50,000 - \$100,000
 - \$100,000 - \$200,000
 - More than \$200,000
 - Prefer not to say
- 8. Do you have health insurance?**
 - Yes
 - No
- 9. When you get sick, where do you go? (Please select one)**
 - Clinic/Doctor's Office
 - Urgent Care
 - Emergency Room/Department
 - Health Department
 - I do not seek medical attention
 - Other (please specify)

10. In the last year, was there a time when you needed medical care but were not able to get it?

- Yes
- No

11. If you answered yes to the previous question, why weren't you able to get medical care?

- I did not have health insurance
- I could not afford my co-pay or deductible
- There were no available appointments
- I did not have transportation
- I do not have a doctor
- Other (please specify)

12. Where do you get most of your medical information (check only one)?

- Doctor
- Family/Friends
- Internet (i.e. Google, Bing, Chrome, etc.)
- Social Media (i.e. Facebook, Instagram, etc.)
- Church
- Pharmacy
- Other (please specify)

13. How long has it been since you have had a flu shot?

- Within the last year
- 1-2 years
- 3-5 years
- 5+ years
- I have never had a flu shot.

14. How many days during the past 30 days did you struggle with stress, anxiety, depression, or any other problems with emotions or days that you would categorize your mental health as not good?

- Not at all
- Several days
- More than half the days
- Nearly every day

15. In the last year, was there a time when you experienced stress, anxiety, depression, or any other problems with emotional wellness and needed mental-health care or counseling but could not get it?

- Yes
- No

16. If you answered "yes" to the previous question, why weren't you able to get mental-health care/counseling? Choose all that apply.

- I was not comfortable seeking mental health care
- I did not know where to seek mental health care
- My health insurance does not cover mental health care
- I didn't have health insurance
- I could not afford my co-pay or deductible
- There were no available appointments
- I did not have transportation to the get to the doctor
- I do not have a doctor
- Other (please specify)

Please answer the following questions about how the COVID-19 Pandemic has affected you and your family.

17. Which of the following apply to you?

- I have been diagnosed with COVID-19.
- A household member has been diagnosed with COVID-19.
- A family member outside of my household has been diagnosed with COVID-19.
- A friend or someone I know outside my family has been diagnosed with COVID-19.
- I do not know anyone personally who has been diagnosed with COVID-19.

18. As a result of COVID-19, have you or anyone in your household experienced a need for any of the following?

Please check all that apply and select if this need occurred before the pandemic (prior to March 2020) or appeared during the pandemic. Select both if it was a previous need and continues to be a need during the pandemic.

	Before COVID-19	During Pandemic
Assistance with Child Care		
Energy/Electricity Assistance		
Financial Assistance		
Job Placement		
Unemployment		
Food Assistance		
Housing/Shelter		
Internet/WI-FI Assistance		
Rental Assistance		
Other (please specify)		

Please answer the following questions about the health of your community.

19. What are the three most important health problems that affect the health of your community? Please check only three.

- Alcohol
- Alzheimer's/Dementia
- Cancer
- Diabetes
- Drug Addiction
- Heart Disease/High Blood Pressure
- HIV/AIDS
- Infant Death
- Lung Disease/Asthma
- Mental Health
- Overweight/Obesity
- Sexually Transmitted Diseases
- Smoking/Tobacco Use
- Stroke
- Vaping/E-cigarettes
- Other
-

20. What are the three most important social/environmental problems that affect the health of your community? Please check only three.

- Affordable Housing
- Access to Doctor
- Access to Insurance
- Child Abuse
- Domestic Violence
- Elder Abuse
- Homelessness
- Lack of Job Opportunities
- Access to Healthy Foods
- Places to Exercise
- Neighborhood Safety/Violence
- Poverty
- Race/Ethnicity Discrimination

21. Is there anything else you would like to tell us about community concerns, health problems or services in the community?

Top Health Concerns

2021 Significant Health Problems According to Polk County Residents

Top 5 Health Problems

- Obesity
- Mental Health
- Heart Disease/High Blood Pressure
- Drug Addiction
- Diabetes

2021 Significant Social/Environmental Problems According to Polk County Residents

Top 5 Problems

- Affordable Housing
- Access to Insurance
- Poverty
- Homelessness
- Access to Doctor

Response Demographics

Gender	
Male	19.39%
Female	79.85%
Transgender	0.11%
Other/Gender non-conforming	0.22%
Prefer not to answer	0.43%

Are You Hispanic or Latino?	
Yes	10.44%
No	86.37%
Prefer not to answer	3.19%

Age	
18-29	11.07%
30-39	16.07%
40-49	24.10%
50-64	37.13%
65-74	8.36%
75+	2.71%
Prefer not to answer	0.54%

Racial or Ethnic Heritage	
Black or African American	11.67%
White or Caucasian	78.30%
Asian	1.96%
Native Hawaiian or Other Pacific Islander	0.33%
American Indian or Alaska Native	0.76%
Other	6.22%
Prefer not to answer	2.73%

Highest Level of Education	
Less than High School	0.65%
Some High School	2.06%
High School Degree or GED/equivalent	17.01%
Associate's Degree	19.93%
Bachelor's Degree	30.44%
Graduate or Professional Degree	23.73%
Trade School	4.23%
Prefer not to answer	1.95%

Income Range	
Less than \$25,000	13.80%
\$25,000-\$50,000	25.98%
\$50,000-\$100,000	36.63%
\$100,000-\$200,000	13.37%
More than \$200,000	2.93%
Prefer not to say	7.28%
Prefer not to answer	1.95%

Other Responses

Do you have health insurance?	
Yes	91.81%
No	8.19%

When you get sick, where do you go?	
Clinic/Doctor's Office	72.50%
Urgent Care	14.67%
Emergency Room/Department	5.22%
Health Department	0.43%
I do not seek medical attention	4.78%
Other	2.39%

Where do you get most of your medical information?	
Doctor	66.03%
Family/Friends	4.74%
Internet (i.e. Google, Bing, Chrome, etc.)	20.99%
Social Media	0.68%
Church	0
Pharmacy	1.58%
Other	5.98%

How many days during the past 30 days did you struggle with stress, anxiety, depression, or any other problems with emotions or days that you would categorize your mental health as not good?	
Not at all	45.66%
Several Days	35.29%
More than half the days	9.36%
Nearly every day	9.70%

Comments Included

"I read in the paper Ledger - all kinds of support group meetings - but there is never anything to help those with Parkinson's."

"Lack of availability of psychiatrists especially for teenagers, young adults."

"There needs to be so much more done in terms of mental health outreach and making health care more affordable over all."

"...nowhere to go in Polk for help with eating disorders..."

"We need an affordable program for people who don't qualify for Medicaid."

"I truly believe access to more mental health providers is key for our area - it makes all other health conditions worse."

"There is a need of more places that the homeless people can get a hot shower or bathrooms that they can use that would be safe."

"Our community is not walkable. When your only option to access services is by car or public transportation, it's a struggle to access food and/or work - let alone a doctor."

"My biggest concern is being able to find decent housing and not pay double sometimes more than my bi weekly salary."

"Overuse of the ER for non-emergencies."

"Financial barriers continue to prevent many from accessing healthcare when needed."

"I work in the public-school system and feel that there is a lack of understanding or lack of value placed on healthy living habits, including healthy eating, sleep habits, overuse of technology, exercise, etc. within families of all socio-economic statuses."

"Polk County is in need of affordable mental health care as well as urgently needing some method to address the epidemic of diabetes (and obesity)"

"There should be community gardens that promote intake of more fruits and vegetables, by this avenue, not only will we promote healthy food choices but can also build cohesiveness within the community and form friendships that will help with mental health"

"I believe expanding Medicaid, with appropriate accountability requirements of the recipient, would improve the health of the population."



Appendix F

Focus Groups and Community Dialogue Session

Each focus group consisted of 6-9 participants and lasted approximately 60-90 minutes allowing for engaging dialogue and follow-up questions.

Recruitment. Purposive Sampling involves selecting a focus group sample with specific characteristics or who meet certain inclusion criteria. Diversity in age, gender, race/ethnicity, and other background factors were emphasized in focus group recruitment.

Consent. Participants were fully informed of any risks and benefits associated with their participation in the focus group. All participants were asked to complete a focus group consent form.

Facilitation. Focus groups were moderated by a member of either Lakeland Regional Health's or AdventHealth's community/population health team. Each focus group had at least one note taker and all facilitators and note-takers received a discussion guide prior to facilitating a focus group to ensure consistency in facilitation.

Record-Keeping. Focus groups were recorded either via an audio recording device or utilizing the recording feature in Zoom. Note takers also took notes during each session to ensure each focus group discussion was captured in its entirety.

Focus Group Summaries

Mu Zeta Lambda Chapter of Alpha Phi Alpha

AdventHealth and Lakeland Regional Health conducted a focus group with members of the Mu Zeta Lambda Chapter of Alpha

Phi Alpha, an African American fraternity. Participants were asked to share their thoughts around community health and what the Polk County community needs to be healthy.

Several themes emerged from the discussion. One prominent theme was the need to have representation among healthcare providers. "It's much easier to go to the doctor if the doctor looks like me." The participants shared that as patients they want a doctor who can understand their experiences and who will listen. The participants also shared that there needs to be better representation in advertisements, Black doctors, lawyers, presidents, etc. need to be more visible. Accessibility was another common theme in the meeting. Participants expressed a need for healthcare offices to be open outside of the typical 8 AM -5 PM window. Closing offices by 5 PM creates a barrier for many people to receive care. Often people cannot afford to miss work or take days off and therefore delays in treatment and medical exams occur. Access to healthy, affordable food was also identified as a need in Polk County. Some areas do not have access to grocery stores. If the community could increase access to grocery stores, those locations would also be a great place to include health education.

Top themes:

- There is a need to expand access to healthcare providers (time offices are open) & representation among providers.
- Lack of BIPOC (Black, Indigenous and People of Color) representation in the community makes it difficult for young men and women to see themselves in potential careers and positions.

- Access to food is a need in the Polk community. In rural parts of Polk County, it is difficult to access healthy food and produce. The cost of healthy food is also a barrier.

North Ridge Unit Boys and Girls Club

Participants were all middle school-aged boys and girls.

AdventHealth and Lakeland Regional Health conducted a focus group with the North Ridge Unit Boys and Girls Club. Participants were asked to share their thoughts around community health and what the Polk County Community needs to be healthy. When asked what comes to mind when you think of the word healthy, responses included having no disease, no littering, getting people vaccinated, clean, active, happy and non-violent. Participants felt like Polk County needs to be more united and needs more hospitals in order to be healthy.

Participants were also aware of the additional stress that COVID-19 has put on adults around them. When asked what they would like to see to make the community healthier that included stopping racism, increasing the amount of healthcare workers, access to additional food options/restaurants, providing the homeless population more food, having access to cleaner bathrooms and water fountains at school and having teachers who respond more appropriately to discipline and not out of proportion.

Additional notes to mention — participants would eat more vegetables if the food provided at school lunch was more appealing to taste. Racism and community safety also came up several times throughout the discussion.

Top themes:

- Youth recognize a need for the community to come together to stop racism, improve safety and mental health.
- COVID-19 and wearing masks at school has added an additional challenge and barrier for kids to connect with teachers and classmates.
- Students would be open to eating more vegetables and healthy food at school if the options provided were better quality and prepared well.



Community Dialogue Session

This section outlines the questions utilized by facilitators during the Community Dialogue Session. Community leaders served as subject matter experts for this discussion and engaged in detailed conversation regarding community needs, opportunities, successes, and challenges.

Discussion Questions

1. What do you believe makes a community healthy?
2. What do you see as the 2-3 most important issues that must be addressed to improve health and quality of life in your community?
3. Is there anything in particular that Polk County or, more specifically, the communities you serve deal with that should be addressed?
4. What barriers do you see or hear about preventing community members from accessing healthcare?
5. What makes leadership difficult on these issues?
6. What do you feel are the best ways to communicate resources with and/or engage community members in their health?
7. Have you encountered any barriers when trying to access programs or services for your family members?
8. What do you believe the community health systems can do to improve health and quality of life in the community?

Appendix G

Existing Available Healthcare Facilities

The following lists represent existing facilities and resources available to address the significant health needs identified in this report through charitable and low-to-no-cost care. This list is not exhaustive, but rather it outlines those resources identified in the course of conducting this Community Health Needs Assessment.

Acute Care Hospitals

Provider	Services	Targeted Populations
AdventHealth Lake Wales	Emergency Services Inpatient Services Specialty Services	Uninsured-Sliding Scale Medicaid-Cost Sharing Medicare-Cost Sharing
Lakeland Regional Health	Emergency Services Inpatient Services Specialty Services	Uninsured-Sliding Scale Medicaid-Cost Sharing Medicare-Cost Sharing
South Florida Baptist Hospital	Emergency Services Inpatient Services Specialty Services	Uninsured-Sliding Scale Medicaid-Cost Sharing Medicare-Cost Sharing
Bartow Regional Medical Center	Emergency Services Inpatient Services Specialty Services	Uninsured-Sliding Scale Medicaid-Cost Sharing Medicare-Cost Sharing
Winter Haven Hospital	Emergency Services Inpatient Services Specialty Services	Uninsured-Sliding Scale Medicaid-Cost Sharing Medicare-Cost Sharing
AdventHealth Heart of Florida	Emergency Services Inpatient Services Specialty Services	Uninsured-Sliding Scale Medicaid-Cost Sharing Medicare-Cost Sharing

Physician Care Providers

Provider	Services	Targeted Populations
Florida Department of Health in Polk County	Primary Care Family Planning Specialty Services (HIV/TB) Obstetrics/GYN Dental Care	Uninsured-Sliding Scale Medicaid-Cost Sharing
Federally Qualified Health Centers	Primary Care Obstetrics Dental Care	Uninsured-Sliding Scale Medicaid-Cost Sharing Medicare-Cost Sharing
Free Clinics	Primary Care Screening Limited Specialty Care Care Coordination	Uninsured-Sliding Scale/ \$0 fees
Lakeland Volunteers in Medicine <small>(Primary health care center that provides free medical care to the working uninsured residents of Polk County.)</small>	Primary Care Vision Care Dental Care Pharmacy Services	Working uninsured/ \$0 fees
Polk Healthcare Plan	Primary care Inpatient Care Specialty Services Urgent Care	Uninsured-Cost Sharing
We Care of Central Florida <small>(Patients are accepted and treated by volunteer physicians on a case-by-case basis.)</small>	Coordination of specialty care within in the community	Uninsured-Sliding Scale/ \$0 fees

Behavioral Health Services

Provider	Services	Targeted Populations
Peace River Center	24-hour Crisis Intervention Short-Term Behavioral Resident Care Outpatient Behavioral Health Services Substance Abuse Treatment	Uninsured-Sliding Scale Medicaid-Cost Sharing Medicare-Cost Sharing
Tri-County Human Services Inc	Children's Services Substance Abuse Treatment Rehabilitation Services Residential Long-Term Treatment Services Target program for groups (HIV/AIDS)	Uninsured-Sliding Scale Medicaid-Cost Sharing Medicare-Cost Sharing
Winter Haven Hospital Center for Behavioral Health	Outpatient Mental Health Services Inpatient Psychiatric Services	Uninsured-Sliding Scale Medicaid-Cost Sharing Medicare-Cost Sharing

Appendix H Community Asset Inventory

The following asset inventory includes community-based organizations, government departments, and other community members and organizations engaged in addressing many of the health needs identified by this assessment. For a complete list and the most up-to-date information please access United Way's comprehensive list of services by calling 2-1-1 (863.417.2744) or visiting uwcf.org/211.

Community, Civic, Non-profit Organizations

Basic Needs Assistance		
United Way of Central Florida	Access 211 888.370.7188	Comprehensive source of human and social services information.
Feeding Tampa Bay	To find food distributions or pantries visit: www.Feedingtampabay.org	Provides free groceries through community distribution and pantries.
Florida Department of Health – Polk County Women, Infants, and Children (WIC) Nutrition Program	1290 Golfview Ave Bartow, FL 33830 863.519.7542	WIC is a federally funded nutrition program serving pregnant, breastfeeding and postpartum women; infants; and children under the age of 5 who have low-to-moderate income and are at nutritional risk.
Meals on Wheels - Polk	620 6th Street NW Winter Haven, FL, 33881 863.299.1616	Provides hot, nutritionally balanced meals and a daily contact to the homebound residents of the Polk County area.

Basic Needs Assistance		
Peace River Center	Domestic Violence Shelter Confidential Address 863.413.2708 (Crisis Line) Sebring Domestic Violence Shelter Confidential Address 863.386.1167 (Crisis Line)	Peace River Center's Domestic Violence Program provides free, confidential services for individuals affected by domestic violence, sexual assault and human trafficking crimes, their family members and friends in Polk, Hardee and Highlands counties.
Talbot House Ministries	814 North Kentucky Ave Lakeland, FL 33801 863.687.8475	Mission: Through the love of God, Talbot House Ministries provides those in need with immediate basic services and opportunities for life renewal.
Volunteers in Service to the Elderly (VISTE)	1232 E Magnolia Street Lakeland, FL 33801 863.284.0828	Services: Transportation, supplemental groceries, hot meals
The WAY Center	20 North 6th Street Haines City, FL 33844 863.422.2309	Mission is to provide a variety of spiritual and social services for families in need or crisis
Green & Gold Foundation	230 B Street Lake Wales, FL 33853	Place of assistance to those in need, as well as an education center that educates, empowers, enlightens

Children and Youth Organizations		
Big Brother Big Sisters of Tampa Bay	1231 East Orange Street, Lakeland, FL 33801 813.769.3600	Mission: To create and support one-to-one mentoring relationships that ignite the power and promise of youth
Boys and Girls Club of Polk County	PO Box 763 Lakeland, FL 33802 863.686.1719	Mission: To enable all young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens.
Dream Center of Lakeland	635 W 5th Street Lakeland, FL 33805 863.413.0088	Dream Center of Lakeland exists to bring hope to our neighbors in need through service, resources, and education.
Girls Inc. of Lakeland	Jenkins Building 1220 W. Highland Street Lakeland, FL 33815 863.682.3002	Girls Inc. inspires all girls to be strong, smart, and bold, through direct service and advocacy.
InnerAct Alliance	621 S Florida Avenue Lakeland, FL 33813 863.802.0777	Mission: To reduce the abuse and underage use of harmful substances along with involvement in other risky behaviors through: Community Awareness and Involvement; Prevention Education; Economic Support; and Leadership Development.

Children and Youth Organizations		
Lakeland PAL	325 W. 2nd Street Lakeland, FL 33805 863.834.2546	Mission: To promote positive interaction between the youth in the community and the Lakeland Police Department using educational and recreational activities directed through a variety of youth programming.
Lakeland Youth Alliance (LYA)	P.O. Box 8978 Lakeland, FL 33806	Provides a non-exploitative, safe, drug and alcohol free, social outlet for youth ages 13 to 24 who are grappling with gay, lesbian, bisexual, transgendered and questioning issues.
Pace Center for Girls	213 Tyler Avenue Lakeland, FL 33801 863.688.5596	Mission: Pace provides girls and young women an opportunity for a better future through education, counseling, training, and advocacy.

Community Service and Planning Organizations		
Polk Vision	999 Avenue H NE #79 Winter Haven, FL 33881	Facilitates countywide collaboration among schools, non-profits, businesses, and the public sector.
Lakeland Vision	P.O. Box 1582 Lakeland, FL 33802-1582 863.682.9660	Collaborates with a broad range of community stakeholders to implement a comprehensive action plan shaped by the community's own vision of its future.

Chamber of Commerce and Economic Development Organizations

Central Florida Development Council	1725 Bartow Road Lakeland, FL 33801 863.937.4430
The Greater Auburndale Chamber of Commerce	2701 Lake Myrtle Park Road Auburndale, FL 33823 863.967.3400
The Greater Bartow Chamber of Commerce	510 N. Broadway Avenue Bartow, FL 33830 863.533.7125
Bartow Economic Development Council	510 North Broadway Avenue Bartow, FL 33830 863.533.7125
Frostproof Area Chamber of Commerce	11 East Wall Street Frostproof, FL 33843 863.635.9112
Northeast Polk Chamber of Commerce (Haines City and Davenport)	35610 Hwy 27 Haines City, FL 33845 863.422.3751
Haines City Economic Development Council	608 Ingraham Avenue, Suite B Haines City, FL 33844 863.422.2525
Lake Alfred Chamber of Commerce	115 E Pomelo Street Lake Alfred, FL 33850 863.875.7800

Chamber of Commerce and Economic Development Organizations

Lakeland Chamber of Commerce	35 Lake Morton Drive Lakeland, FL 33801 863.688.8551
Lakeland Economic Development Council	502 E. Main Street Lakeland, FL 33801 863.687.3788
Lake Wales Area Chamber of Commerce and Economic Development Council	340 W. Central Avenue Lake Wales, FL 33853 863.676.3445
Mulberry Chamber of Commerce	705 North Church Avenue Mulberry, FL 33860 863.425.4414
Greater Winter Haven Chamber of Commerce	401 Avenue B, NW Winter Haven, FL, 33881 863.293.2138
Winter Haven Economic Development Council	150 Third Street SW, Suite 206 Winter Haven, FL 33880 863.837.5280
The African American Chamber of Commerce	1543 Lakeland Hills Boulevard, Suite 17 Lakeland, FL 33805 863.327.3934
Puerto Rican/Hispanic Chamber of Commerce of Polk County	Catapult 502 E Main St Lakeland, FL 863.838.2084

Education		
Early Learning Coalition	115 S. Missouri Avenue, Suite 201 Lakeland, FL 33815 863.577.2450	The Early Learning Coalition of Polk County offers free Child Care Resource and Referral (CCR&R) to all families seeking quality and affordable child care options and local community resources.
Learning Resource Center	1628 Florida Avenue S. Lakeland, FL 33803 863.688.9477	The Learning Resource Center offers an individualized approach to learning giving students the opportunity to reach their maximum potential.
Polk County Public Schools	1915 South Floral Avenue Bartow, FL 33830 863.534.0500	The mission of Polk County Public Schools is to provide a high-quality education for all students.
Lake Wales Charter Schools	130 E Central Avenue Lake Wales, FL 33853 863.679.6560	Our mission is to bring the best of public education to our community by providing innovation and choice within a continuous pre-school through postsecondary curriculum so that each child recognizes the benefits of life-long learning, constructive citizenship and personal happiness.

Foundations		
AARP Foundation Lakeland	1959 E Edgewood Drive #101 Lakeland, FL 33803 863.499.1290	The Senior Community Service Employment Program (SCSEP) is the nation's oldest program to help low-income, unemployed individuals aged 55+ find work.
GiveWell Community Foundation	1501 South Florida Ave. Lakeland, FL 33803 863-683-3131	The GiveWell Community Foundation is a 501(c)(3) public charity serving Polk, Hardee, and Highlands counties in Central Florida. The Community Foundation holds more than 300 charitable funds established by individuals, families.

Life Skills/Job Training		
Alliance for Independence	1038 Sunshine Drive E. Lakeland, FL 33801 863.665.3846	Adult Day Training Center that provides independent living skills and vocational training to Polk County adults with intellectual & developmental disabilities.
CareerSource Polk	600 N. Broadway Ave., Suite B Bartow, FL 33830 309 N. Ingraham Ave. Lakeland, FL 33801 500 E. Lake Howard Dr. Winter Haven, FL 33881 863.508.1100	Job search assistance, veterans' services, re-employment assistance, welfare transition program assistance
Goodwill Industries	5411 Florida Avenue S Lakeland, FL 33813 863.646.4301	Goodwill Industries-Suncoast, Inc. provides Job Connection. This program offers free services to job seekers. The program provides participants access to resources and support in developing job skills.
Lighthouse for the Blind	863.299.3633	Lighthouse for the Blind & Low Vision provides on-site comprehensive rehabilitation programs in two locations in Florida for persons who are blind or visually impaired.
Traviss Technical College	Polk Education Pathways 1915 S. Floral Avenue Bartow, FL 33830	Traviss Technical College offers post-secondary, dual-enrollment, and high school programs.

Healthcare

Federally Qualified Health Center (FQHC)		
Central Florida Health Care	Crystal Lake Elementary 903 Lowry Ave #2 Lakeland, FL 33801 866.234.8534	Primary care, Well visits, Same-day sick visits, Care for chronic illnesses, Immunizations, Dental Care, Obstetrics, Women's health services, Family planning, Pharmacy
	Dundee 916 Dundee Rd Dundee, FL 33838 866.234.8534	
	Frostproof 109 W Wall St Frostproof, FL 33843 866.234.8534	
	Haines City 705 Ingraham Ave Haines City, FL 33844 866.234.8534	
	Lake Wales 305 W Central Ave Lake Wales, FL 33853 866.234.8534	
	Lakeland 1129 N Missouri Ave Lakeland, FL 33805 866.234.8534	
	Lakeland Hills Dental 1417 Lakeland Hills Blvd #101 Lakeland, FL 33805 866.234.8534	
	Lakeland Pediatrics 601 South Florida Ave, #6 Lakeland, FL 33801 866.234.8534	
	Winter Haven 1514 First Street N Winter Haven, FL 33881 866.234.8534	
	Winter Haven Women and Children 201 Magnolia Ave SW Winter Haven, FL 33880 866.234.8534	

Hospitals		
AdventHealth Lake Wales	410 South 11th Street Lake Wales, FL 33853 863.676.1433	Emergency Services Inpatient Services Specialty Services
Lakeland Regional Health	1324 Lakeland Hills Boulevard Lakeland, FL 33805 863.687.1100	Emergency Services Inpatient Services Specialty Services
South Florida Baptist Health	301 N Alexander Street Plant City, FL 33563 813.757.1200	Emergency Services Inpatient Services Specialty Services
BayCare Bartow Regional Medical Center	2200 Osprey Blvd. Bartow, FL 33830 863.533.8111	Emergency Services Inpatient Services Specialty Services
BayCare Winter Haven Hospital	200 Avenue F N.E. Winter Haven, FL 33881 863.293.1121	Emergency Services Inpatient Services Specialty Services
BayCare Winter Haven Women's Hospital	101 Avenue O S.E. Winter Haven, FL 33880 863.294.7010	Emergency Services Inpatient Services Specialty Services
AdventHealth Heart of Florida	40100 US Highway 27 Davenport, FL 33837 863.422.4971	Emergency Services Inpatient Services Specialty Services

Clinics and Other Healthcare Providers

Dream Center of Lakeland (Pregnancy Care Center)	635 W 5th Street Lakeland, FL 33805 863.413.0088	Dream Center of Lakeland exists to bring hope to our neighbors in need through service, resources, and education.
Lakeland Volunteers in Medicine (LVIM)	600 West Peachtree Street Lakeland, FL 33815 863.688.5846	Provides a medical home and access to doctors' visits, diagnostic testing, lab tests, ultrasound scans and x-rays at no charge. Patients must be a Polk County resident, uninsured with an income below 200% of the Federal Poverty Level. Additionally, individuals must be employed or a full-time student.
Healthy Start	650 E Davidson Street Bartow, FL 33830 863.534.9224	Promotes and supports healthy pregnancies, babies, and families by providing a maternal and child health system of care through community partnerships.
Suncoast Community Women's Care of Lakeland	1729 Lakeland Hills Boulevard Lakeland, FL 33805 813.653.6100	Obstetrics & Gynecology (OB/GYN), Low Risk Pregnancy Care, Family Planning.
Lake Wales Care Center	140 E. Park Avenue, Lake Wales, FL 33853 863.676-6678	Acute and chronic care of adult patients, referrals for specialty care, STD testing, smoking cessation classes, diabetes education classes.
We Care of Central Florida	205 Farnol Street SW Winter Haven, FL 33880 863.662-4227	Provides low income, uninsured residents of Central Florida volunteer medical specialists that will see them for care at no charge.

Hospice Care

Good Shepherd Hospice	3470 Lakeland Hills Boulevard Lakeland, FL 33805	
Cornerstone Hospice and Palliative Care	2140 E County Road 540A, Lakeland, FL 33813	
Vitas Healthcare	6850 New Tampa Highway, Suite 600 Lakeland, FL 33815	
Compassionate Care Hospice of Central Florida Inc	2525 Drane Field Road, Suite 4 Lakeland, FL 33811	

Behavioral Health and Addictions Services		
Peace River Center	Bartow – Administrative Services	
	1239 East Main Street, Bartow, FL 33830 863.519.0575	
	Bartow Crisis Campus 1255 Golfview Avenue, Bartow, FL 33830 863.519.3744	Crisis Stabilization Unit and Mobile Crisis Response Team
	Outpatient Therapy and Psychiatry at Bartow Crisis Campus 1255 Golfview Avenue, Bartow, FL 33830 863.248.3311	
	Inpatient Short-term Residential Treatment Center 1260 Golfview Avenue, Bartow, FL 33830	
	Domestic Violence Outreach Services 244 North Broadway Avenue, Bartow, FL 33830 863.534.4350	
	Club Success Haines City 751 Scenic Hwy, Haines City, FL 33844 863.519.0874	
	Lakeland Crisis Campus 715 North Lake Avenue, Lakeland, FL 33801 863.519.3744	Crisis Stabilization Unit and Mobile Crisis Response Team
	Outpatient Therapy and Psychiatry at Lakeland Crisis Campus 715 North Lake Avenue, Lakeland, FL 33801 863.248.3311	

Behavioral Health and Addictions Services		
Peace River Center	Florida Assertive Community Treatment (FACT) Team 1835 Gilmore Avenue, Lakeland, FL 33805 863.248.3314	
	Gateway 621 North Lake Parker Avenue, Lakeland, FL 33801 863.519.0575	Adult Case Management, Adult Overlay, Psychiatric Rehabilitation, Supported Employment, Supported Housing.
	Outpatient Therapy and Psychiatry at Gilmore Health Campus 1835 Gilmore Avenue, Lakeland, FL 33805 863.248.3311	
	Children’s Services Center 1831 North Crystal Lake Drive, Lakeland, FL 33801 863.500.3780	Referral Only
	Substance Use Treatment Services 1825 Gilmore Avenue, Lakeland, FL 33805 863.248.3311	
	Wellness Clinic- Adult Behavioral Health Home (Primary Care Clinic) 1831 Gilmore Avenue, Lakeland, FL 33805 863.519.0930	
	Inpatient Senior Adult Behavioral Health Services, AdventHealth Lake Wales, in affiliation with Peace River Center 410 S 11th St, Lake Wales, FL 33853 863.678.2200	
	Outpatient Therapy & Psychiatry, Lake Wales 815 State Road 60 E, Lake Wales, FL 33853 863.978.4800	By appointment only.

Behavioral Health and Addictions Services		
Peace River Center	Sebring Outpatient Therapy 7205 South George Boulevard, Sebring, FL 33876 863.248.3311	By appointment only.
Tri-County Human Services	1815 Crystal Lake Drive Lakeland, FL 33801 863.709.9392	Tri-County Human Services, Inc. is a private, not-for-profit organization, providing substance abuse, mental health, and co-occurring treatment to residents of Polk, Hardee and Highlands Counties.
Talbot House Ministries	814 North Kentucky Ave Lakeland, FL 33801 863.687.8475	Mission: Through the love of God, Talbot House Ministries provides those in need with immediate basic services and opportunities for life renewal.

Support and Resources		
Alliance for Independence	1038 Sunshine Drive E. Lakeland, FL 33801 863.665.3846	Mission: Offering individuals with disabilities the avenues to explore and experience personal growth and achievement through awareness, education, community resources and personal relationships.
Family Fundamentals	109 N. Kentucky Avenue Lakeland, FL 33801 863.686.1221 x 221	Community agencies provide services to children and their families in a one-stop opportunity.

Nutrition, Physical Activity, Healthy Living		
YMCA of West Central Florida	Lakeland 3620 Cleveland Heights Blvd Lakeland, FL 33803 Fontaine Gills Family YMCA 2125 Sleepy Hill Road Lakeland, FL 33810 Lake Wales 1001 Burns Ave Lake Wales, FL 33853 863.644.3528	Mission: To put Christian principles into practice through programs that build healthy spirit, mind, and body for all.
University of Florida IFAS Extension	Family and Consumer Sciences 1702 Highway 17 South, Bartow, FL 33830 863.519.1072	Dedicated to providing science-based information and educational programming throughout the community to empower individuals and families to make informed decisions about their well-being.

Resources Phone Numbers and Crisis Lines

Local Resource Hotlines		
United Way 211	2-1-1	Comprehensive source of human and social service information for Polk County
24-hour Crisis Line	863.519.3744 Toll-free: 800.627.5906	Peace River Center
24-hour Domestic Violence Crisis Line	863.413.2700	Peace River Center
24-hour Sexual Assault Crisis Line	863.413.2707	

Local Resource Hotlines		
National Suicide Prevention Lifeline	1.800.273.8255	https://suicidepreventionlifeline.org/
Lesbian, Gay, Bisexual and Transgender (LGBT) National Help Center	888.843.4564	https://www.glbthotline.org/
National Sexual Assault	800.656.4673 (HOPE)	https://www.rainn.org/
National Drug Abuse	1.800.662.4357 (HELP)	https://www.samhsa.gov/
National Elder Abuse Resources	1.855.500.3537 (ELDR)	https://ncea.acl.gov/
Veterans Crisis Line	1.800.273.8255	https://www.veteranscrisisline.net/

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