2016
COMMUNITY HEALTH NEEDS ASSESSMENT

Our Lady of the Angels Hospital
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EXECUTIVE SUMMARY

Our Lady of the Angels Hospital (OLOAH) conducted a community health needs assessment (CHNA) to determine the health-related needs of the people in the communities it serves, and especially those of the medically underserved, low income, and minority populations. The purpose of this CHNA is to help guide community benefit planning and the development of implementation strategies to address prioritized needs. The focus of the CHNA research has been to spotlight health disparities, the needs of vulnerable populations and service gaps. The report fulfills the IRS requirements of Internal Revenue Code section 501(r)(3) to conduct a CHNA in order to determine if the services and programs the hospital is providing as part of its non-profit status are appropriately addressing the needs of the people it is privileged to serve.

APPROACH

A Community Health Needs Assessment (CHNA) workgroup for OLOAH was constituted in September 2015, at which time the workgroup set out a plan to research and analyze the health-related needs of the communities it serves. The workgroup analyzed the data collected and published by Healthy Communities Institute (HCI). The analysis was constructed based on determinants of health, which included a comprehensive characterization of community health taking into account significant secondary data regarding social, economic and physical factors, as well as health risks and outcomes. OLOAH sought input on the health-related needs of the community from people of vulnerable populations as well as from those who serve vulnerable populations. Input was garnered through focus groups and semi-structured interviews. OLOAH used this input, along with the data provided through HCI, to prioritize the health-related needs of the community, select areas for special focus, and in conversation with partnering organizations, agencies, and churches, will determine implementation strategies. Through the CHNA, OLOAH will be better prepared to contribute to community health improvement efforts, and especially for those who are currently medically underserved, are low income, or from minority populations.

The OLOAH CHNA Workgroup analyzed the data, determined the significant health needs, and made recommendations to OLOAH’s executive leadership for health and health-related topics to be included in the CHNA Implementation Plan. The OLOAH Board of Directors voted to grant authority to the President & CEO of Our Lady of the Angels Hospital to approve the OLOAH CHNA.

DATA SOURCES AND METHODS

OLOAH’s CHNA workgroup analyzed an extensive collection of data for this CHNA, which included statistical data, focus group data, and interview data. The statistical data was gathered from primary and secondary sources by the Healthy Communities Institute (HCI), an organization contracted by the Franciscan Missionaries of Our Lady Health System, to provide detailed health data for all 64 parishes in Louisiana.
AREAS OF NEED IN WASHINGTON PARISH

This CHNA is an overview of the health of the people of Washington Parish. The areas of need have been defined by the information gathered from HCI statistical data, focus groups, and interviews with particular attention given to areas of the greatest SocioNeeds Index.

Based on the HCI data analysis, the list of health topics below emerged as being the most significant in Washington Parish, however, there were many more health areas in which Washington Parish scored poorly.

1. Heart Disease & Stroke
2. Older Adults & Aging
3. Other Chronic Diseases
4. Mental Health & Mental Disorders

In early conversations with community members on the current health statistics in Washington Parish, it came to light that there are significant barriers to good health in Washington Parish. In subsequent semi-structured interviews and focus groups, it became evident that the most significant health need in Washington Parish is overcoming these barriers. The barriers to good health named below were identified through the focus groups and interviews.

Barriers to Good Health

Through community input, several barriers emerged that can result in greater negative health impacts. These barriers include such things as,

- Lack of transportation
- Poverty
- Lack of educational obtainment
- Health literacy
- Limited social services
- Environmental issues
- Substance addictions
- Cultural barriers
- Lack of knowledge on how to access free or reduced health care services
- Limited medical services

Effective interventions to overcome barriers to better health must begin with community collaboration. With so many varied health disparities between Washington Parish and the rest of Louisiana and a wide range of health barriers, it is imperative that community partners review the needs and collaborate to implement effective, long-term strategies.
PRIORITIES AND SELECTING PRIORITIES

Through comprehensive statistical data review, interviews, and focus groups, OLOAH has identified 5 significant health needs. In priority order, they are:

1. Overcoming Barriers to Good Health
2. Heart Disease & Stroke
3. Older Adults & Aging
4. Other Chronic Diseases
5. Mental Health & Mental Disorders

Given the broad range of poor health scores and our health system’s commitment to the concerns of older adults and aging, OLOAH has decided to focus on two of the significant health needs it considers critical to the overall improvement of health for Washington Parish:

1. **Overcoming Barriers for Good Health**
   Since Washington Parish ranks as having some of the poorest health in the state in almost every single health and health-related indicator, it appears we must first focus on the root causes of having this degree of poor health and the barriers to improving health. We learned from the focus group and semi-structured interviews that there are many barriers to good/better health for the citizens of Washington Parish and that if these barriers are not addressed, other health improvement efforts are likely to be fruitless, especially for those most in need. To take down those barriers, or to help people get through or across those barriers, we propose to continue to learn about the barriers and to work with a wide variety of partners and citizens to develop and implement appropriate plans. Addressing health barriers will likely be the most effective path to seeing a positive impact in overall health outcomes for the people of Washington Parish.

2. **Older Adults & Aging**
   Older Adults & Aging was the second highest ranked significant health need according to the HCI data analysis. OLOAH has decided to adopt this health topic as the second of its two implementation plan priorities since it has been identified as a significant health need, seniors are one of the most vulnerable populations, and caring for seniors is one of our health systems four strategic initiatives.
INTRODUCTION

The state government hospital in Bogalusa, Louisiana became an official hospital in the Franciscan Missionaries of Our Lady Health System on March 17, 2014. At that time, the hospital was renamed Our Lady of the Angels Hospital. Since OLAH was a government hospital before its acquisition by FMOLHS, this is the first CHNA the hospital has prepared and adopted.

The 2010 Patient Protection and Affordable Care Act, commonly known as the Affordable Care Act (ACA), requires non-profit, tax-exempt hospitals to conduct a Community Health Needs Assessment (CHNA) every three years. To meet the ACA’s requirements, hospitals must identify the health needs of their community and devise an implementation strategy to address the identified needs. As a not-for-profit, tax-exempt organization, Our Lady of the Angels Hospital (OLOAH) is pleased to share this 2016 CHNA report, which provides an overview of the significant community health needs identified in its primary service area, Washington Parish, Louisiana. The goal of this CHNA is to provide a data-driven picture of the health needs of the community and to help guide community benefit planning efforts and implementation strategy development.

DEFINING OUR SERVICE AREA

For the purposes of this CHNA, OLOAH defines its service area as Washington Parish. Even though residents of other parishes have significant health needs as well and regularly access OLOAH programs and services, this assessment and its related implementation plan specifically target Washington Parish only. Reasons for this choice include:

- 72.6% of OLOAH’s patients admitted to the hospital were from Washington Parish
- Insufficient resources to address health needs in every parish
- Additional parishes being addressed by other facilities
- Alignment with our strengths/mission/priorities
- Opportunities to intervene at prevention levels
- Opportunities for partnership
- Feasibility of interventions

OLOAH does not define its community to exclude medically underserved, low-income or minority populations. When determining how to define its service area for the purposes of this CHNA, OLOAH took into account all patients without regard to whether (or how much) they or their insurers pay for the care received or whether they are eligible for assistance under its financial assistance policy.
Washington Parish serves as the geographical boundary and the focus for related data, demographics and implementation strategies. As such, the health needs presented in this assessment pertain only to individuals living within Washington parish at the time the assessment was prepared. When relevant, highlights are provided for subgroups within the parishes (i.e., zip code breakouts, information divided by race or gender, etc.). Zip codes within Washington Parish are 70450, 70427 (includes 70429, which is the zip code for those having post office boxes in 70427), 70426, and 70438. The defined service area is illustrated in the following map:
WHO WE ARE
On March 17, 2014, Our Lady of the Angels Hospital (OLOAH) became a part of the Franciscan Missionaries of Our Lady Health System (FMOLHS). FMOLHS assumed the management and operations of the 98-bed, non-profit hospital, formerly known as LSU Bogalusa Medical Center, to continue healthcare services and graduate medical education under a public-private partnership with the State of Louisiana.

FMOLHS has maintained a strong healthcare presence in Louisiana for more than 100 years. In addition to OLOAH, FMOLHS also includes Our Lady of the Lake Regional Medical Center in Baton Rouge, Our Lady of Lourdes Regional Medical Center in Lafayette, St. Francis Medical Center in Monroe, and St. Elizabeth Hospital in Gonzales.

OLOAH is the only full-service acute care hospital within a forty-five minute radius. The hospital also serves as one of the three largest private employers in Washington Parish, with more than 500 team members and 130 physicians. OLOAH operates the only Rural Family Medicine Residency Program in Louisiana, in partnership with Louisiana State University (LSU).

Following in the footsteps of our founders, the Franciscan Missionaries of Our Lady, our team members and physicians are called to provide exceptional care and compassion to all people, especially those most in need.

OUR VISION
To make a significant difference in our communities through Catholic health services.

OUR MISSION
Inspired by the vision of St. Francis of Assisi and in the tradition of the Roman Catholic Church, we extend the healing ministry of Jesus Christ to God’s people, especially those most in need. We call forth all who serve in this healthcare ministry, to share their gifts and talents to create a spirit of healing – with reverence and love for all of life, with joyfulness of spirit, and with humility and justice for all those entrusted to our care. We are, with God's help, a healing and spiritual presence for each other and for the communities we are privileged to serve.

OUR CORE VALUES
- **Service**: The privilege of reaching out to meet the needs of others.
- **Reverence and Love for All of Life**: Acknowledging that all of life is a gift from God.
- **Joyfulness of Spirit**: An awareness of being blessed by God in all things.
- **Humility**: Being authentic in serving as an instrument of God.
- **Justice**: Striving for equity and fairness in all relationships with special concern for those most in need.
LEADERSHIP

- Rene Ragas, President & Chief Executive Officer
- Reverend Robert Adams, OLOAH Board Chair
- Brooke Cummings, Vice President of Finance & Controller
- Ralph Serpas, Chief Nursing Officer
- Hamad Hussain, Vice President, Medical Services & Chief Medical Officer
- Judy Deshotels, PhD, Assistant Vice President, Mission Integration

CONSULTANTS

OLOAH did not collaborate with any outside organizations to write this CHNA and Implementation Strategy; however, it consulted with three organizations:

**Healthy Communities Institute**

OLOAH used data provided by the Healthy Communities Institute (HCI) to create disparities dashboards and to gather information describing the demographics, health indicators and socioeconomic data of Washington Parish. This information helped shape the priority areas. HCI’s mission is to improve the health, environmental sustainability and economic viability of cities, counties and communities worldwide. The company is rooted in work started in 2002 in concert with the Healthy Cities Movement at the University of California at Berkeley. HCI offers a spectrum of technology and services to support community health improvement. HCI’s web-based dashboard system makes data easy to understand and visualize. The web system and services enable planners and community stakeholders to understand all types and sources of data and then take concrete action to improve target areas of interest. HCI has more than 100 implementations of its dashboard for clients in 40+ states. The HCI team is composed of experts in public health, health informatics and health policy. The services team provides customized research, analysis, convening, planning and report writing to meet the organizational goals of health departments, hospitals and community organizations. To learn more about HCI, visit [www.HealthyCommunitiesInstitute.com](http://www.HealthyCommunitiesInstitute.com).

**KPMG**

OLOAH worked with KPMG LLP, an audit, tax and advisory firm, to assess its CHNA and report and will do the same with its CHNA implementation strategies and report to determine whether they meet the requirements of Internal Revenue Code section 501(r)(3). KPMG is the U.S. member firm of KPMG International Cooperative (“KPMG International”) and is a global network of professional firms providing audit, tax and advisory services. Operating in 155 countries with more than 162,000 employees working in member firms around the world, KPMG delivers a globally consistent set of multidisciplinary services based on deep industry knowledge. Their industry focus helps KPMG professionals develop a deeper understanding of clients’ businesses and the insight, skills and resources required to address industry-specific issues and opportunities. KPMG is committed to providing high-quality, professional services in an ethical manner to entities that are listed on capital markets around the globe. Their Transparency Report articulates the steps they take to uphold their professional responsibilities and describes the firm’s structure, governance and approach to quality control. To learn more about KPMG and to view the report, visit [www.KPMG.com](http://www.KPMG.com).
Catholic Health Association
The Catholic Health Association (CHA) has long been a leader nationally in supporting Catholic health care in its community benefit efforts. For the purposes of this CHNA, OLOAH has used many of CHA’s print resources and webinars to understand the federal requirements for the CHNA and has used the CHA guidelines and recommendations in conducting the assessment and writing the report. At the beginning of the CHNA process, OLOAH brought CHA’s leader in community benefit, Julie Trocchio, to OLOAH’s campus to conduct a workshop for its CHNA workgroup and hospital leaders on community benefit and the CHNA and implementation processes. In addition, Julie Trocchio continued to serve as a consultant for OLOAH’s CHNA.
COMMUNITY HEALTH NEEDS ASSESSMENT

HARD DATA METHODS, ANALYSIS, & RESULTS

OLOAH’s CHNA originated from a systematic, quantitative analysis of secondary data indicators specific to Washington Parish of Region 9 in southeast Louisiana. After reviewing patient numbers for fiscal year 2015 and area population numbers, OLOAH chose Washington Parish as the defined community, also known as “service area,” for this CHNA. The data framework assessed 12 demographic indicators, 79 health indicators and 17 economic and educational indicators. Additionally, input from members of vulnerable populations and from leaders of agencies, organizations, government, and churches who serve them, was considered to help determine the health-related needs of Washington Parish, the prioritizing of the needs, and the selection of ones to include in our CHNA Implementation Plan.

CORE INDICATOR SUMMARY

The core indicators included in our CHNA originated from the Healthy Communities Institute (www.HealthyCommunitiesInstitute.com). The core indicators cover health outcomes, behaviors contributing to health, and other influences, such as demographics, education and economics. The data available through HCI is continuously monitored and updated as new data becomes available, and the data used to generate this CHNA is current as of October 2015, with some aspects updated as recently as April 2016. Detailed information on all indicators can be accessed online at http://admin.fmolhs.thehcn.net/index.php.

The general health status of Washington Parish was assessed one indicator at a time using the HCI data in three comparison methods:

- **Geography:** Comparisons began with all parishes in the state of Louisiana, with special note given to those parishes in immediate proximity to OLOAH, which included Washington, St. Tammany, and Tangipahoa parishes. Where the data was available, comparisons were made between Washington Parish and all U.S. counties.

- **Disparities:** By comparing the data trends in each indicator, disparities were noted in geographic and demographic subcategories. Disparities are wide differences among indicators, e.g. people living in a particular zip code experiencing higher hospitalization rates for a disease than people living in other zip codes. Where there are significant differences, disparities exist.

- **Benchmarks:** Indicator values were compared to the nationally recognized Healthy People 2020 benchmarks, which can be accessed at www.healthypeople.gov/HP2020. Benchmarks are points of reference used to evaluate performance or levels of quality.

The availability of subpopulation data varied by indicator, which resulted in a few indicators that did not have comparable data. These variances were taken into account when choosing priority areas and did not affect the final selections.
DEMOGRAPHICS

A community’s demographics significantly impact its health profile. Differences in ethnicity, age, gender and socioeconomic factors may create unique needs and require varied approaches. This section of the CHNA focuses on the demographics of residents in Washington Parish, Louisiana, the area defined as the service area for OLOAH. All information was retrieved from Health Communities Institute at http://admin.fmolhs.thehcn.net/.

Socioeconomic Needs

Of the 64 parishes in Louisiana, Washington Parish is ranked fourth in having the highest socioeconomic needs. Three of the four zip codes in Washington Parish have the highest level score (5, on a scale of 1 – 5) of SocioNeeds and one zip code (Franklinton/Pine areas) has the second highest score (4). Greater health needs and impacts are found in areas with a higher SocioNeeds Index. Socioeconomically disadvantaged people experience poorer health outcomes and are less likely to have access to a medical home and a full spectrum of health services. In addition, they are likely to face many barriers to better health.

HCI’s SocioNeeds Index combines a set of socioeconomic factors for all zip codes in the United States. Social and economic factors are well known to be strong determinants of health outcomes – those with a low socioeconomic status (have high socioeconomic needs) are more likely to suffer from chronic conditions such as diabetes, obesity, and cancer. The SocioNeeds Index summarizes multiple socio-economic indicators into one composite score for easier identification of high need areas by zip code or parish.

Determinants are standardized, averaged and weighted to arrive at a composite index value, which maximizes the correlation to poor health outcomes based on premature deaths and preventable hospitalizations. The SocioNeeds Index can be used to set a perimeter around geographic service areas at the zip code level and then rank the zip codes from 1 to 5 to identify the most vulnerable populations within a parish and within a state, as shown below. Areas ranked as a 5 represent the highest, most immediate needs across a range of socioeconomic indicators.

As can be seen below, all zip codes in Washington Parish have high SocioNeeds Index scores.

<table>
<thead>
<tr>
<th>Zip Code</th>
<th>Index</th>
<th>Rank within Parish/Rank in U.S.</th>
<th>Pop.</th>
<th>Parish</th>
</tr>
</thead>
<tbody>
<tr>
<td>70450/Mount Meron</td>
<td>94.5</td>
<td>4/5</td>
<td>2,812</td>
<td>Washington</td>
</tr>
<tr>
<td>70427/Bogalusa</td>
<td>94.1</td>
<td>3/5</td>
<td>18,811</td>
<td>Washington</td>
</tr>
<tr>
<td>70426/Angie/Varnado</td>
<td>92.6</td>
<td>2/5</td>
<td>6,073</td>
<td>Washington</td>
</tr>
<tr>
<td>70438/Franklinton/Pine</td>
<td>76.9</td>
<td>1/4</td>
<td>19,910</td>
<td>Washington</td>
</tr>
</tbody>
</table>

[The SocioNeeds Index is calculated by Healthy Communities Institute for a community from several social and economic factors, ranging from poverty to education, which may impact health or access to care. The index is calculated using Nielsen Claritas estimates for 2016.]
Poverty
More than half the population of Washington Parish (51.7%) live at or below 200% of the Federal Poverty Guidelines.

In 2016, a higher percentage of Washington Parish families (20.14%) live below the federal poverty level compared to Louisiana families as a whole (15.43%). Washington Parish families living below poverty with children represent 12.79% and for the state the amount is 11.64%.

Income
Of the 17,761 households in Washington Parish, the most recently reported median household income is $31,750, and the average household income is $44,959 as compared to Louisiana as a whole, which has a median income of $44,991 and an average household income of $63,565.

Below is a graphic that shows the difference in median household income by race in Washington Parish. Note that the median household income of African Americans is roughly one-third less than that of White, non-Hispanic households. This difference in income may partially explain the health disparities seen in these two populations, as noted later in this report.
Severe Housing Problems
Of the 17,761 households in Washington Parish, 15.7% have at least one of the following four housing problems: overcrowding, high housing costs, lack of kitchen, or lack of plumbing facilities. Safe and affordable housing is an essential component of healthy communities, and the effects of housing problems are widespread. Residents who do not have a kitchen in their home are more likely to depend on unhealthy convenience foods, and a lack of plumbing facilities increases the risk of infectious disease. Research has found that young children who live in crowded housing conditions are at increased risk of food insecurity, which may impede their academic performance. In areas where housing costs are high, low-income residents may be forced into substandard living conditions with an increased exposure to mold and mildew growth, pest infestation, and lead or other environmental hazards. The percentage of households that are considered as having severe problems has likely changed since the last time this data was collected. Many households in Washington Parish were flooded in March 2016 and some may have been improved due to forced renovations, and others may have gotten worst if proper mold remediation was not conducted in those homes.

Transportation
There is very little public transportation in Washington Parish and 10.5% of households do not have a vehicle, a percentage likely made worst by the recent floods in March 2016. Vehicle ownership is directly related to the ability to travel. In general, people living in a household without a car make fewer than half the number of journeys compared to those with a car. This limits their access to essential local services such as supermarkets, post offices, doctors' offices and hospitals. Most households with above-average incomes have a car while only half of low-income households do.

2016 Population
In 2016, an estimated 45,997 people reside in 17,761 households in Washington Parish. 13.2% live in the Angie/Varnado areas, zip codes 70426 and 70467; 40.9% live in the Bogalusa area, zip codes 70427 and 70429; 19,910 live in the Franklinton/Pine areas, zip code 70438; and 2,812 live in the Mount Hermon area, zip code 70450.

Gender
In Washington Parish, 49.72% are male and 50.28% are female.

2016 Population by Ethnicity

<table>
<thead>
<tr>
<th>Category</th>
<th>Washington</th>
<th>Louisiana</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hisp/Lat</td>
<td>1,062 (2.31%)</td>
<td>239,567 (5.11%)</td>
</tr>
<tr>
<td>Not Hisp/Lat</td>
<td>44,935 (97.69%)</td>
<td>4,445,855 (94.89%)</td>
</tr>
</tbody>
</table>

2016 Population by Race

<table>
<thead>
<tr>
<th>Category</th>
<th>Washington</th>
<th>Louisiana</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>31,039 (67.48%)</td>
<td>2,882,778 (61.53%)</td>
</tr>
<tr>
<td>Black/Af Amer</td>
<td>13,653 (29.68%)</td>
<td>1,507,370 (32.17%)</td>
</tr>
<tr>
<td>Am Ind/AK Native</td>
<td>155 (0.34%)</td>
<td>32,797 (0.70%)</td>
</tr>
<tr>
<td>Asian</td>
<td>154 (0.33%)</td>
<td>84,504 (1.80%)</td>
</tr>
<tr>
<td>Native HI/PI</td>
<td>5 (0.01%)</td>
<td>2,462 (0.05%)</td>
</tr>
<tr>
<td>Some Other Race</td>
<td>351 (0.76%)</td>
<td>84,423 (1.80%)</td>
</tr>
<tr>
<td>2+ Races</td>
<td>640 (1.39%)</td>
<td>91,088 (1.94%)</td>
</tr>
</tbody>
</table>
Age
The 2016 median age in Washington Parish is 39.5 and in the state of Louisiana it is 36.7.

<table>
<thead>
<tr>
<th>2016 Population by Age</th>
<th>45,997</th>
<th>4,685,422</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age &lt;18</td>
<td>11,005 (23.93%)</td>
<td>1,118,524 (23.87%)</td>
</tr>
<tr>
<td>Age 18+</td>
<td>34,992 (76.07%)</td>
<td>3,566,898 (76.13%)</td>
</tr>
<tr>
<td>Age 25+</td>
<td>30,956 (67.30%)</td>
<td>3,101,743 (66.20%)</td>
</tr>
<tr>
<td>Pop, Age 65+</td>
<td>7,857 (17.08%)</td>
<td>667,808 (14.25%)</td>
</tr>
</tbody>
</table>

High School Graduation Rates
23.8% of Washington Parish residents who are 25 years of age and older did not graduate from high school. This gap represents an educational barrier that can affect indicators such as unemployment rates, understanding of health and wellness and income potential.

Unemployment
Washington Parish unemployment rates as of February 2016 were 6.9%. The unemployment rate is a key indicator of the local economy. A high rate of unemployment has personal and societal effects. During periods of unemployment, individuals are likely to feel severe economic strain and mental stress. Unemployment is also related to access to health care, as many individuals receive health insurance through their employer. A high unemployment rate places strain on financial support systems, as unemployed persons qualify for unemployment benefits, food stamp programs, and may qualify for Medicaid or free-care.
HEALTH OUTCOMES
The HCI data provides an overview of the health status for each parish in Louisiana and contrasts the health status of parishes to each other and to counties throughout the United States. The data is broken down into “indicators.” According to HCI, “an indicator describes an aspect of the population used to measure health or quality of life. Health indicators may include measurements of illness or disease, as well as behaviors and actions related to health.” HCI explains that “the data comes from a variety of state and national sources, including the National Cancer Institute, the Centers for Disease Control, the American Community Survey and many state-specific sources. Most of the data is reported on an annual basis. Each indicator page includes the source of the data and, if available, the URL of the source.”

The data provided online to the Franciscan Missionaries of Our Lady Health System is comprehensive and too extensive to include in this report, however, all the data is easily accessible at http://admin.fmolhs.thehcn.net. (Note: the data continues to be updated as new information becomes available, so the data seen online may not exactly match the data included in this report.)

Overall, the HCI data compiled online shows a picture of poor health for Washington Parish, which is likely a result of the high rates of poverty and high socioeconomic need. Across the board, on almost all health indicators, Washington Parish has some of the worst health outcomes in Louisiana. Below is a snapshot visual for how Washington Parish fairs on various health issues in contrast to other Louisiana parishes and to counties throughout the United States.

To the right of each health or health-related topic below, you will see a green/yellow/red gauge image, “Regional Comparison Indicators,” provided by HCI. HCI explains, “the distinct green/yellow/red gauge provides a visual representation of how your community is doing compared to other communities. The local value is assigned a status (green = good, yellow = fair, red = poor) based on how that value ranks in comparison to other communities.” A more detailed explanation of the gauge and for each of the indicators below can be found at http://admin.fmolhs.thehcn.net. Note that on almost all indicators provided by HCI, Washington Parish scores are “in the red”.
Washington Parish Health Data  
Partial HCl Data Report, 10/11/15

Life Expectancy for Females  [76.2 years]

Life Expectancy for Males  [69.7 years]

Self-Reported General Health Assessment: Poor or Fair

Preventable Hospital Stays

Age-Adjusted Death Rate due to Cancer

All Cancer Incidence Rate

Mammography Screening: Medicare Population

Adults with Diabetes

Age-Adjusted Hospitalization Rate due to Short-Term Complications of Diabetes

Diabetic Screening: Medicare Population

Adults who are Obese

Child Food Insecurity Rate

Food Insecurity Rate

Age-Adjusted Death Rate due to Cerebrovascular Disease (Stroke)

Age-Adjusted Death Rate due to Coronary Heart Disease

Age-Adjusted Hospitalization Rate due to Heart Failure
Age-Adjusted Hospitalization Rate due to Hypertension
Heart Failure: Medicare Population
Hyperlipidemia: Medicare Population
Hypertension: Medicare Population
Ischemic Heart Disease: Medicare Population
Age-Adjusted Hospitalization Rate due to Hepatitis
Infant Mortality Rate
Mothers who Received Early and Adequate Prenatal Care
Age-Adjusted Death Rate due to Suicide
Chronic Kidney Disease: Medicare Population
Age-Adjusted Hospitalization Rate due to COPD
Death Rate due to Drug Poisoning
Households with No Car and Low Access to a Grocery Store
Households without a Vehicle [10.5%]

Data source: Healthy Communities Institute (HCI); Copyright © 2015. All rights reserved.

In addition to the HCI data, the 2016 U.S. County Health Rankings paint a similar picture of the health of Washington Parish residents compared to the other 63 parishes.
2016 County Health Factor Rankings Louisiana Data
Out of 64 Louisiana Parishes, Washington Parish ranks 57th in Health Outcomes and 55th in Health Factors.
HEALTHY PEOPLE 2020 GOALS

As well as having one of the poorest health and highest SocioNeeds rankings in Louisiana, Washington Parish has not yet met 19 of the 21 Healthy People 2020 goals. For more information on “Healthy People 2020” and how Washington Parish fairs in meeting them, review the table below.

Healthy People 2020: Progress Tracker

Healthy People provides a framework for prevention for communities in the U.S. Healthy People 2020 is a comprehensive set of key disease prevention and health promotion objectives. The health objectives and targets allow communities to assess their health status and build an agenda for community health improvement.

Tracker for Parish: Washington

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Current and Target</th>
<th>Data</th>
<th>Since Prior Period</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Access to Health Services</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adults with Health Insurance</td>
<td>Current: 75.1</td>
<td>75.1</td>
<td>Target: 100.0</td>
<td></td>
</tr>
<tr>
<td></td>
<td>percent</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Adolescent Health</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>High School Graduation</td>
<td>Current: 85.4</td>
<td>85.4</td>
<td>Target: 82.4</td>
<td>Target Met</td>
</tr>
<tr>
<td></td>
<td>percent</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Cancer</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Age-Adjusted Death Rate due to Breast Cancer</td>
<td>Current: 23.4</td>
<td>23.4</td>
<td>Target: 20.7</td>
<td></td>
</tr>
<tr>
<td></td>
<td>deaths/100,000</td>
<td></td>
<td>females</td>
<td></td>
</tr>
<tr>
<td>Age-Adjusted Death Rate due to Cancer</td>
<td>Current: 225.6</td>
<td>225.6</td>
<td>Target: 161.4</td>
<td></td>
</tr>
<tr>
<td></td>
<td>deaths/100,000</td>
<td></td>
<td>females</td>
<td></td>
</tr>
<tr>
<td>Age-Adjusted Death Rate due to Colorectal Cancer</td>
<td>Current: 21.2</td>
<td>21.2</td>
<td>Target: 14.5</td>
<td></td>
</tr>
<tr>
<td></td>
<td>deaths/100,000</td>
<td></td>
<td>population</td>
<td></td>
</tr>
<tr>
<td>Age-Adjusted Death Rate due to Lung Cancer</td>
<td>Current: 66.2</td>
<td>66.2</td>
<td>Target: 45.5</td>
<td></td>
</tr>
<tr>
<td></td>
<td>deaths/100,000</td>
<td></td>
<td>population</td>
<td></td>
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</table>
### 2016 Oloah Community Health Needs Assessment

#### Environmental Health

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Current</th>
<th>Target</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workers Commuting by Public Transportation</td>
<td>0.2</td>
<td>5.5</td>
<td>Target Not Met</td>
</tr>
<tr>
<td>Workers who Walk to Work</td>
<td>1.7</td>
<td>3.1</td>
<td>Target Not Met</td>
</tr>
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</table>

#### Heart Disease and Stroke

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Current</th>
<th>Target</th>
<th>Status</th>
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</thead>
<tbody>
<tr>
<td>Age-Adjusted Death Rate due to Cerebrovascular Disease (Stroke)</td>
<td>42.1</td>
<td>34.8</td>
<td>Target Not Met</td>
</tr>
<tr>
<td>Age-Adjusted Death Rate due to Coronary Heart Disease</td>
<td>155.3</td>
<td>103.4</td>
<td>Target Not Met</td>
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</table>

#### Injury and Violence Prevention

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Current</th>
<th>Target</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age-Adjusted Death Rate due to Unintentional Injuries</td>
<td>69.6</td>
<td>35.4</td>
<td>Target Not Met</td>
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</tbody>
</table>

#### Maternal, Infant and Child Health

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Current</th>
<th>Target</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Babies with Low Birth Weight</td>
<td>11.5</td>
<td>7.8</td>
<td>Target Not Met</td>
</tr>
<tr>
<td>Infant Mortality Rate</td>
<td>10.4</td>
<td>6.0</td>
<td>Target Not Met</td>
</tr>
<tr>
<td>Mothers who Smoked During Pregnancy</td>
<td>14.7</td>
<td>1.4</td>
<td>Target Not Met</td>
</tr>
<tr>
<td>Mental Health and Mental Disorders</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>-----------------------------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Age-Adjusted Death Rate due to Suicide</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Current:</strong> 17.0 deaths/100,000 population</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Target:</strong> 10.2 deaths/100,000 population</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="#">Target Not Met</a></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Nutrition and Weight Status</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Adults who are Obese</strong></td>
</tr>
<tr>
<td><strong>Current:</strong> 37.4 percent</td>
</tr>
<tr>
<td><strong>Target:</strong> 30.5 percent</td>
</tr>
<tr>
<td><a href="#">Target Not Met</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Physical Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Adults who are Sedentary</strong></td>
</tr>
<tr>
<td><strong>Current:</strong> 35.1 percent</td>
</tr>
<tr>
<td><strong>Target:</strong> 32.5 percent</td>
</tr>
<tr>
<td><a href="#">Target Not Met</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Substance Abuse</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Adults who Drink Excessively</strong></td>
</tr>
<tr>
<td><strong>Current:</strong> 16.0 percent</td>
</tr>
<tr>
<td><strong>Target:</strong> 25.4 percent</td>
</tr>
<tr>
<td><a href="#">Target Met</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tobacco Use</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Adults who Smoke</strong></td>
</tr>
<tr>
<td><strong>Current:</strong> 25.9 percent</td>
</tr>
<tr>
<td><strong>Target:</strong> 12.0 percent</td>
</tr>
<tr>
<td><a href="#">Target Not Met</a></td>
</tr>
</tbody>
</table>
HCI HEALTH TOPIC RANKINGS

Based on an HCI health topic score analysis conducted September 15, 2015, a ranked list of health topics was created with the ones below emerging as the most significant in Washington Parish. In addition, there were many more health areas in which Washington Parish scored poorly.

To obtain the health topic rank below, HCI used a combination of various indicator scores, then assigned a numerical assessment for each health and health-related topic, and thus a rank order of health issues for Washington Parish. The interviews and focus groups conducted for the CHNA did not yield any data to contradict this ranked list, so in the absence of competing information, OLOAH has accepted the ranked list as it stands.

The chart below provides the health or health-related topic, the number of indicators included in the assessment of the score provided and thus, ranking, and each topic’s score. A score of 0 = good and 3 = poor.

<table>
<thead>
<tr>
<th>Category</th>
<th>Number of Indicators</th>
<th>0=good, 3=poor Category Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Heart Disease &amp; Stroke</td>
<td>10</td>
<td>2.21</td>
</tr>
<tr>
<td>2. Older Adults &amp; Aging</td>
<td>21</td>
<td>2.19</td>
</tr>
<tr>
<td>3. Other Chronic Diseases</td>
<td>3</td>
<td>2.17</td>
</tr>
<tr>
<td>4. Mental Health &amp; Mental Disorders</td>
<td>5</td>
<td>2.16</td>
</tr>
</tbody>
</table>

Relative to the other 63 parishes in Louisiana and relative to all counties in the United States, the health-related data indicate that Washington Parish has some of the worst health outcomes and some of the highest socioeconomic needs, which is known to result in these types of poor health outcomes.
INTERVIEW AND FOCUS GROUP DATA & RESULTS

To gain a better understanding of the statistical data and the underlying reasons for those health data results, we conducted focus groups and interviewed several individuals between November 2015 and April 2016.

During initial conversations and preliminary interviews with various community members about the HCI data results and what might be the reasons for such poor health results, we learned about many barriers people in Washington Parish face that can negatively impact health and will be obstacles to improving health. As such, we tailored some of the focus group and interview questions to capture and understand those barriers to health care.

FOCUS GROUP DATA

From November to December 2015 we first piloted and then conducted eight focus groups in the western and eastern parts of Washington Parish, with people from vulnerable populations or who serve/work with vulnerable populations. Some of the vulnerable populations included in the focus groups were people whose income is at the 200% of Federal Poverty Guidelines or below, who have addictions, who are from racial minority groups, and who are elderly. Those representing vulnerable populations that participated in focus groups were local church leaders whose churches help those in need, local physicians, and community members who volunteer at a local food bank.

Focus group participants were asked for input regarding the following: the challenges in daily living that are experienced in the community, the health issues in the community, how the parish has gotten “in the red” on most of the major health indicators, what might prevent people from seeing a doctor when sick or for annual visits and screenings, and what can be done to address barriers to health. For the exact questions asked, see Appendix A.

A list of significant barriers to good health emerged and we decided to carry this line of questioning to the interview portion of our data collection. The total list of barriers will be named later in this section.

INTERVIEW DATA

From January to April 2016 we interviewed a variety of individuals familiar with the health and health-related needs of Washington Parish.

We conducted semi-structured interviews with:

- Washington Parish Health Unit, (serves the medically-underserved and indigent, including racial and ethnic minorities, primarily African American and Hispanic/Latino), Gina Lagarde, MD, Regional Administrator/Medical Director, Office of Public Health, Region IX, Department of Health and Hospitals; Diane Lewis, RN, Nurse Supervisor
- United Way (serves the medically-underserved and indigent, including racial and ethnic minorities, primarily African American and Hispanic/Latino)
• **Department of Child and Family Services** (serves the medically-underserved and indigent, including racial and ethnic minorities, primarily African American and Hispanic/Latino)

• **Bogalusa Mental Health/Addictive Disorder Clinic** (serves the vulnerable population of mental illness)

• **Bogalusa Public School Nurse** (serves the medically-underserved and indigent, including racial and ethnic minorities, primarily African American and Hispanic/Latino)

• **LSU Rural Family Medicine Residency Program** (serves the medically-underserved and indigent, including racial and ethnic minorities, primarily African American and Hispanic/Latino), 15 residents and faculty interviewed as a group

• **Help Center of Churches** (serves the medically-underserved and indigent, including racial and ethnic minorities, primarily African American and Hispanic/Latino)

In addition, we had preliminary interviews with the director and staff of a home health agency, the director of the Bogalusa Heart Study, a nurse in the Family Medicine Clinic that serves the indigent, a staff member at a local day care, and a volunteer for the Help Center of Churches that runs a food bank.

In the semi-structured interviews, we asked questions to gain a better picture of the health needs of the parish, priorities they recommend OLOAH pursue, barriers to improving health, ways we might overcome the barriers, and organizations and agencies with whom we might collaborate. See Appendix B for the interview questions we used.

From the public health officials at the Washington Parish Health Units, among other things, we learned that the following are how they would prioritize health and health-related issues in Washington Parish: transportation, affordable behavioral health, access to health care, and need prevention programs on both sides of the parish (mental health, medical, and diabetic). The barriers to good health they named are lack of transportation, lack of resource and health information, language barriers (Spanish), lack of services (cut-backs), clinic hours (need after hours), and the physical layout of our communities do not allow for outdoor exercise – lack of sidewalks or walking tracks.

The local United Way director identified the following health issues in Washington Parish: transportation, availability of health services, such as availability of doctors, affordable medications, mental and behavioral health services; health literacy; lack of interest in one’s health. Barriers named were: perspectives of many people, such as lack of hope for a future and “people think they won’t live long anyway”; poverty; educational attainment; young adults on drugs do not want to go to a doctor because their drug use may be revealed; availability and affordability of fresh, locally grown produce.

The representative from the Department of Child and Family Services was particularly concerned about drug effects of substance-abused mothers on their newborns and HIV positive infants, untreated Hepatitis C, mental illness, and birth control. The barriers named were transportation, poverty, a lack of knowledge on prenatal care and drug effects on unborn infants.
The Bogalusa Mental Health Clinic named lack of transportation, homeless resources, and resources for mentally ill adult activities as being primary health concerns in Washington Parish. In addition, they are concerned about availability of birth control for individuals with serious mental illness. Barriers named were poverty, transportation, and availability of mental health services.

The representative from the Bogalusa School Nurse Program stated the major health issues as children with mental health issues and the impact of family dynamics and broken families on children’s mental health. Barriers to improving health are lack of transportation and lack of available mental health services for children. She explained that when children cannot get rides to their mental health provider they cannot get their prescriptions refilled and this exacerbates their mental health conditions.

The LSU Rural Family Medicine Residency Program interviewees explained the following were important health issues in Washington Parish: lack of access to specialists, all kinds, but in particular, pulmonologists and oncology; addiction to pain medications and to alcohol; lack of detox and rehab services; affordable medications, affordable DME (durable medical equipment) such as oxygen tanks for the indigent; lack of knowledge about nutrition. Barriers named were education, both educational attainment and health literacy, the lack of awareness and value put on health, transportation, poverty, fractured and limited social services, addictions, lack of employment and jobs that pay a “decent” wage, and the impact of race on health.

The Help Center of Churches board members identified several health issues in Washington Parish. The health issues named were: lack of physicians, especially in the western part of the parish; poverty; lack of transportation; lack of insurance; cannot afford medications; drug addictions/substance abuse; child abuse and neglect; not enough foster parents; access to care; knowing what resources are available; and mental illness. When asked about barriers, they indicated that the health issues they named were barriers.

In summary, when we asked interviewees about the health needs and issues in Washington Parish, many of the things they named were actually barriers to good health and not specific diseases, though a variety of health issues were named. Primary among the barriers were issues of transportation, poverty, and availability of medical services.

**FOCUS GROUP AND INTERVIEW RESULTS**

Based on interview and focus group data, it became clear from the focus groups and interviews that the most significant health need in Washington Parish is overcoming barriers to good health. The barriers named are significant in their negative impact on health and are difficult to overcome, but if not addressed, will likely prevent any overall improvement in health for the Washington Parish community.

The barriers to good health or improving health that were made evident are described below:

**Lack of transportation** limits people’s ability to seek timely, appropriate care for health issues, which can cause ongoing, unaddressed health disparities.

**Poverty** serves as one of the most important barriers to good health. More than 50% of Washington Parish is at the 200% poverty level or below. People who live in poverty often have to decide whether they will buy food or buy their medications and will put off going to the doctor, afraid they cannot pay the medical bills.
Lack of educational obtainment limits many life opportunities (such as getting jobs that pay enough to meet the essential needs of life), making life a struggle, which can lead to mental health issues, such as depression or substance abuse.

Health literacy is a determining factor in patients’ compliance rates and outcomes. When patients do not understand how to manage chronic diseases and how to appropriately access care, they are more likely to be repeatedly readmitted for the same health problems and to perpetuate poor health outcomes across generations.

Limited social services in Washington Parish means that many basic needs go unmet and many people do not know what is available to them.

Environmental issues, whether in people’s homes that were built before 1950 or increasing levels of toxins in the air, are linked to various cancers and lung disease.

Substance addictions, such as tobacco and drugs, lead to crime and negative health impacts on the users and on fetuses/babies of drug users. In addition, youth who are on drugs fear going to the doctor and revealing their drug use.

Cultural barriers - many people do not go to the doctor until they feel it is absolutely necessary, which is usually late-stage in their diseases; others are fearful of what they may learn from their doctor visits, so they choose not to go until the issues can no longer be ignored. Many people do not have a primary care provider, do not access primary care and do not do their age-appropriate health screenings.

Lack of knowledge on how to access free or reduced health care services and medications and what is needed to qualify for assistance leads to postponement of health visits.

Available medical services are limited in Washington Parish. For example, while there is a high rate of cancer in Washington Parish, the closest oncology services are in Tangipahoa Parish, which borders Washington Parish. More mental health providers and beds are needed; 24 hour urgent care services are needed, more dialysis units in both sides of the parish, more specialists in more specialty areas, more primary care providers, and every year state funding for the local hospital in Bogalusa is either reduced or threatened to be cut altogether, which may limit medical services even more for the medically underserved and indigent.

As we enter the CHNA Implementation Planning Phase, we will continue to explore and learn about the barriers to good health that Washington Parish residents face.
GAPS, LIMITATIONS AND OTHER CONSIDERATIONS

No significant gaps were encountered after examination of the collected data nor were there any problems soliciting input from required sources; however, this CHNA is subject to some limitations. The scoring system used could not account for the inherent relationships between health, wellness, and demographic topics, and the number of indicators available for each topic area varied. Nonetheless, this CHNA utilized an extensive data set derived from the best, most current public health data available. The variability in accuracy and precision of data indicators, as well as the comparisons used, are further limitations. Some indicators, such as those from vital statistics, are based on accurate counts and are more exact. Other indicators are based on surveys, which are subject to variability due to sampling errors and the unreliable accuracy of self-reported data.

Despite the minor limitations, this CHNA provides an appropriate snapshot of the health and quality of life challenges for the people of Washington Parish in Region 9 of Southeast Louisiana, and the outlined needs provide a guide for community benefit planning. Based on the needs identified in the 2016 CHNA, we will seek community partners to develop strategies to address the complex needs of an area with high socioeconomic and health needs and few resources.

Since this is the first CHNA for OLOAH, there are no previous written comments or evaluation data from which to build, but OLOAH welcomes feedback from community members in regards to the 2016 CHNA and its related implementation strategies. Written comments may be addressed to CHNA Workgroup/Administration, Our Lady of the Angels Hospital, 433 Plaza St., Bogalusa, LA 70427.
HEALTH PRIORITIES AND SELECTING PRIORITIES

As mentioned earlier in this report, in early conversations with community members on the current health statistics in Washington Parish, it came to light that there are significant barriers to good health in Washington Parish. In subsequent focus group and semi-structured interviews, it became evident that the most significant health need in Washington Parish is overcoming these barriers. When we asked the focus groups and interviewees about the health needs and issues in Washington Parish, most of the things they named were actually barriers to good health and not specific diseases. As such, we are adding a significant health need to the four significant health needs already identified through the HCI prioritized data analysis named earlier in this report – overcoming barriers to good health.

Therefore, through comprehensive statistical data review, interviews, and focus groups, OLOAH has identified 5 significant health needs and has prioritized them. In priority order, they are:

1. Overcoming Barriers to Good Health
2. Heart Disease & Stroke
3. Older Adults & Aging
4. Other Chronic Diseases
5. Mental Health & Mental Disorders

OLOAH has decided to focus on the two significant health needs it considers critical to the overall improvement of health for Washington Parish:

1. Overcoming Barriers for Good Health
   Since Washington Parish ranks as having some of the poorest health in the state in almost every single health and health-related indicator, it appears we must first focus on the root causes of having this degree of poor health and the barriers to improving health. We learned from the focus group and semi-structured interviews that there are many barriers to good/better health for the citizens of Washington Parish and that if these barriers are not addressed, other health improvement efforts are likely to be fruitless, especially for those most in need. To take down those barriers, or to help people get through or across those barriers, we propose to continue to learn about the barriers and to work with a wide variety of partners and citizens to develop and implement appropriate plans. Addressing health barriers will likely be the most effective path to seeing a positive impact in overall health outcomes for the people of Washington Parish.

2. Older Adults & Aging
   Older Adults & Aging was the second highest ranked significant health need according to the HCI data analysis. OLOAH has decided to adopt this health topic as the second of its two implementation plan priorities since it has been identified as a significant health need, seniors are one of the most vulnerable populations, and caring for seniors is one of our health systems four strategic initiatives.
Significant Health Needs Not Selected as Prioritized Topics for OLOAH’s CHNA Implementation Plan:

- Heart Disease & Stroke
- Other Chronic Diseases
- Mental Health & Mental Disorders

OLOAH acknowledges the significance of all health-related issues identified from the data analysis and especially that of the five significant health needs named in this report. Since the overall health picture for Washington Parish is so poor, we believe that focusing on the three significant health needs above as main priorities would be too narrow of a focus at this time; however, these three topics will be addressed as subcategories under “Overcoming Barriers to Good Health” and “Older Adults & Aging,” as appropriate.

As we implement strategies in the two OLOAH priority areas, we expect to encounter linkages among the various areas. For example, while we are not planning to address heart disease and stroke as a priority area, we have chosen addressing health barriers, which could have tie-ins with what people know about their diseases and making healthy choices. Additionally, we do not plan to address directly COPD, but work done in the priority area of senior care will likely identify a gap in the availability of DME (durable medical equipment), such as oxygen tanks, for the indigent. We can then establish a plan that meets the DME needs, not only of the elderly, but of other categories of vulnerable populations as well, such as the medically underserved, low income, and minority populations.

All of the issues noted by the data impact the health of the people we serve in some way, and almost all of the health issues would have been acceptable choices for the OLOAH list of priorities. However, we chose priorities that we believed would have the largest impact on the overall health of Washington Parish, and especially for those most in need, for example, the medically under-served, low income, and minority populations.

IMPLEMENTATION PLAN

The first phase of OLOAH’s CHNA implementation plan will focus on gathering community partners to better understand and plan for the means by which to overcome health barriers and the specific unmet needs of older adults in Washington Parish. We will establish a CHNA Advisory Committee which will manage the implementation process and continuously monitor OLOAH’s progress in implementing and measuring its CHNA goals. All data will be reported to the OLOAH Board of Directors and the Franciscan Missionaries of Our Lady Health System (FMOLHS) and will be made publicly available as required by law.

To achieve improved health in Washington Parish, we will formulate our implementation strategies as we take into account a considerable number of contributing factors, data indicators and organization-specific capabilities and limitations to create an action-ready plan which will produce measurable, sustainable outcomes. We will work with community partners to positively affect the health of the people of Washington Parish and will attempt to incorporate strategies which can be replicated elsewhere.
HEALTH-RELATED COMMUNITY RESOURCES

Follow-up phone interviews were conducted with each interviewee/agency/organization at a later date once the five significant health issues were identified through data analysis of the statistical data, focus groups, and interviews. The follow-up questions to interviewees was:

Given the five significant health issues identified for Washington Parish, overcoming barriers to good health, heart disease and stroke, older adults and aging, other chronic diseases, and mental health and mental disorders, what resources exist that you know of that could potentially help people in these areas?

We compiled the list of resources shared by the interviewees and conducted additional research to develop as comprehensive a list as possible of resources available to the residents of Washington Parish, with special attention given to resources that would aid the medically underserved and indigent on the five significant health issues. See Appendix C for a list of health-related resources available to the citizens of Washington Parish as of June 2016.

From the interviews and focus group data, we have learned that the lack of social service and health-related resources in Washington Parish is a barrier to good health and that many people are unaware of the resources. As a result, we will include the dissemination of community resource information as one of our action items under “Overcoming Barriers to Good Health”.
APPENDICES

Appendix A: Interview Questions
Appendix B: Focus Group Questions
Appendix C: List of Health-Related and other Community Resources
Appendix A: Focus Group Questions

Below are the focus group questions we used for the OLOAH CHNA.

1. Where do you live and how long have you lived there?

2. What are some of the joys in living here?

3. What are some of the challenges in daily living that you or others you know experience?

4. What are some health issues that people in your community experience?

5. Share the Washington Parish health summary handout [illustrated under the Health Outcomes section of this CHNA report] with the group, let them review it, provide a general summary, and then ask:
   a. How do you think we have gotten to this point? That we are “in the red” on most of the major health issues?
   b. What impact do you think these things you have shared have on people going to the doctor on a regular basis for preventative screenings and exams?

6. What else do you see in your community that may prevent people from seeing a doctor when sick or for annual recommended doctor checkups?

7. Given the health barriers you have shared, what can be done to take down or get across some of those barriers in our community?

8. After giving the group a chance to answer question #7, when appropriate, introduce ideas we are considering, such as outreach/mobile screenings; partnering with churches in each area. Ask what they think about the ideas.

9. Would you like to add anything else?
Appendix B: Interview Questions

Below is the interview script and questions we used with the interviewees for the OLOAH CHNA.

**Script:** Our Lady of the Angels Hospital is conducting a community health needs assessment to better understand the health related needs of the areas it serves. Based on what we learn, we hope to partner with others in creating an implementation plan that will make better health easier to achieve, especially for those who might struggle the most in being healthy.

We have developed a list of organizations and agencies that we thought could provide some insights on health issues in Washington Parish and neighboring areas and your organization/agency is on our list. We have a few questions for you and invite you to share anything else you think would help us.

**Questions:**

1. What do you see as health-related concerns or issues in Washington Parish and neighboring communities?

2. What do you think might be barriers to improving health in Washington Parish and neighboring communities?
   
   a. Do you have any suggestions on ways we can help take down or overcome those barriers?

3. Are there any health topics or related concerns you would encourage Our Lady of the Angels to make a priority?

4. Are there any organizations, agencies, or groups you suggest we contact for further information or who might want to collaborate on a population health improvement plan?

5. Anything else you would like to add?

Thank you for your time and input, we very much appreciate it. At a later date, we will have a meeting at Our Lady of the Angels to share the results of the community health needs assessment and ideas we may explore for addressing the needs. In addition, we will be exploring ways we can partner or collaborate with others on the implementation plan. Would you like us to notify you of that meeting? [please note their response]

**NOTE to Interviewer:** Please get the interviewee’s name, phone number, email address, physical address, organization/agency they represent.

**Post Initial Interview Follow-up Question** (took place June 2016)

Follow-up phone interviews were conducted with each interviewee/agency/organization at a later date once the five significant health issues were identified. The interviewees were asked:

Given the five significant health issues identified for Washington Parish, overcoming barriers to good health, heart disease and stroke, older adults and aging, other chronic diseases, and mental health and mental disorders, what resources exist that you know of that could potentially help people in these areas?
Appendix C: Community Resources

Health-Related and other Community Resources
Available to Washington Parish Residents
Current as of June 2016

ADVOCACY

• Northshore Families Helping Families, 985-875-0511
• Advocacy Center (individuals with mental or physical disabilities), 800-960-7705

ASSISTANCE

Medication Assistance

• Medication Assistance Program (OLOAH), 400 Memphis Street, Bogalusa, LA 70427, 985-730-7216
• Louisiana Senior Prescription Program (ages 60 and over), 800-280-0908
• Partnership for Prescription Assistance, 888-477-2669

Financial and Utility Assistance

• Friends of St. Francis, 985-515-2944 (financial)
• Council on Aging (utility)
  o Bogalusa, 985-732-6869
  o Franklinton, 985-839-4535
• Quad Area (utility), 1134 Bene Street, Franklinton, LA 70438, 985-795-9088

United Way of Southeast LA, 985-732-2305

• VIA Link Call Center (call to learn about Washington Parish resources), 2-1-1 or 800-749-2673

Emergency Food/Clothing/Utility Bills/Rental Assistance

• American Red Cross/Northshore, 985-892-4317 or 800-229-8191
• Department of Children and Family Services, 888-524-3578

Food stamps/Kinship Care Subsidy/Family Independence Temporary Assistance/Child Care Assistance

• Bogalusa Help Center, 985-735-6404
• Meals-on-Wheels, 985-839-4535
• Quad Area Community Action Agency, 985-795-3315
• Office of Family Support (Food Stamps), 1017 Ontario Avenue, Bogalusa, LA 70427, 985-732-6622
Food

Summer Feeding Programs (1-18 Years age) June 1-July 31

Bogalusa (Breakfast 7:30-8:30) (Lunch 10:30-12:30)
- Bogalusa High School, 100 M J Israel Drive, Bogalusa, LA 70427
- Central School, 1403 North Avenue, Bogalusa, LA 70427
- St. Paul Church, 420 Church Street, Bogalusa, LA 70427
- North Shore Charter School, 111 Walker Street, Bogalusa, LA 70427

Franklinton
- Franklinton Primary, 610 T.W. Barker, Franklinton, LA 70438
- Franklinton High School, 1 Demon Circle, Franklinton, LA 70438
- Wesley Ray Elementary School, 30523 Wesley Ray Road, Angie, LA 70426
- Varnado High School, 25543 Washington Street, Angie, LA 70426

Food Banks

- Bogalusa Help Center, 350 Martin Luther King Drive, Bogalusa, LA 70427, 985-735-6404
- Help Center of Churches, 946 Ellis Street, Franklinton, LA 70438, 985-839-2541
- Food Bank Covington, 840 N Columbia, Covington, LA, 70433, 985-893-3003

Senior Nutrition Sites (60yrs and older) Serving meals M-F

- Bogalusa- 510 Avenue B, Bogalusa, LA 70427, 985-732-6869
- Franklinton-1025 Dobson Street, Franklinton, LA 70438, 985-839-4535
- Pine-27164 Hwy 62 Angie, LA 70426, 985-848-2265
- Angie-30276 Houston Street Angie, LA 70426, 985-986-4333

CHAMBER OF COMMERCE

- Bogalusa, 608 Willis Avenue, Bogalusa, LA 70427, 985-735-5731
- Franklinton, 939 Cleveland Street, Franklinton, LA 70438, 985-839-5822

CHILD CARE

- Department of Children and Family Services/Child Care Assistance, 888-524-3578
- Bogalusa Head Start, 985-735-5668
- Franklinton Head Start, 985-839-5422

Head Start (Preschool age children)

- Bogalusa, 1203 Erie Avenue, Bogalusa, LA 70427, 985-735-5668
- Franklinton, 531 Hilltop Drive, Franklinton, LA 70438, 985-839-2798
CHILD SUPPORT (payments and enforcement), 1-800-256-4650

CRISIS INTERVENTION SERVICES & DOMESTIC VIOLENCE

- LA Domestic Violence Hotline/Southeast Advocates for Family Empowerment (SAFE), 985-542-8384 or 888-411-1333
- Adult Protection Services, 800-898-4910
- SUICIDE PREVENTION/CRISIS INTERVENTION HOTLINE, 800-273-8255
- Southeast Advocate Family Empowerment, (Spousal Abuse), 888-411-1333, 985-542-8384
- Washington Parish Child Protection Office (Child abuse/neglect), 1017 Ontario Avenue, Bogalusa, LA 70427, 985-732-6800
- Report Child Abuse or Neglect (ages birth through 17), 855-4LA-KIDS (855-452-5437)
- Elder Abuse & Elderly Protective Services (EPS), (over age 60), EPS Regional Contact Number for Washington Parish: Shamrock Plaza, 902 C. M. Fagan Drive, Suite F, Hammond, LA 70403 Toll-Free (in state only) 800-533-1297
- Sexual Abuse - 24/7 Crisis Hotline for Rape or Sexual Assault Victims, Washington Parish Sexual Assault Center, 216 Memphis Street, 985-732-4961

DENTAL

- Multipractice Clinic/Independence (accepts Medicaid), 985-878-0066
- Operation Blessing, 985-788-2736
- Food Bank & Dental Clinic, Covington, 840 N Columbia, Covington, LA, 70433, 985-893-3003

DISABILITIES SERVICES

- Florida Parishes Human Services Authority/Developmental Disabilities, 985-543-4730
- Louisiana School for the Visually Impaired/Baton Rouge, 225-342-4899
- Louisiana Association for the Deaf/Baton Rouge, 225-923-1266
- Deaf Action Center/Covington, 985-892-2581
- Louisiana Rehabilitation Services, 225-295-8900 or 1-800-737-2959

Adult Programs for Developmental Disability

- Office of Citizens with Developmental Delay (OCCD) (Region 9), 835 Pride Drive, Hammond, LA 70401, 985-543-4370
- Nellie Byers Training Center, 640 Avenue V, Bogalusa, LA 70427, 985-735-5216
- Franklinton Activity Center, 2008 Main Street, Franklinton, LA 70438, 985-839-2998

EMPLOYMENT

- Bogalusa Job Center, 985-732-5530
EMERGENCY PREPARATIONS

- North Shore EMS (Ambulance Service), 408 Columbia Street, Bogalusa, LA 70427, 985-735-5916
- Emergency Preparedness (Weather alerts, disaster relief), 803 Pearl Street, Franklinton, LA 70438, 985-839-0434

FAMILY PLANNING/PREGNANCY

- Nurse-Family Partnership (pregnant with first baby), 985-543-4165/Ext. 221
- Franklinton Health Unit (medical; WIC; immunizations; Nurse-Family Partnership), 985-839-5646
- Sellers Maternity Ministries (Louisiana Baptist Children’s Home/Family Ministries), 225-261-8886
- Sanctuary for Life Maternity Home (Catholic Charities), 225-336-8708
- Women’s Hope Center, 225-686-1123
- Take Charge (Family planning Medicaid services), 888-342-6207
- Planned Parenthood of Louisiana, 225-387-1167
- Danielle Inn (offers a residential program for 1 year to pregnant women), 985-898-3559
- Women’s Life Ministries Pregnancy Center, 985-747-0602

GOVERNMENT AGENCIES

- Medicaid Office
  - 121 Robin Hood, Hammond, LA 70403, 985-543-4216
  - Bogalusa’s location is at Council on Aging, 985-241-4359 or 888-342-6207
- Social Security Office, Avenue B, Bogalusa, LA 70427, 888-748-7678
- Office of Public Health, 15481 W. Club Deluxe Road, Hammond, LA 70403, 985-543-4880

HOMELESS/EMERGENCY SHELTERS

- SELA Hospital Residential Program (need a mental health diagnosis), 985-626-6366
- Safe Harbor (mothers and minor children), 985-626-5740
- House of Serenity/Ponchatoula (men, women, and families), 985-351-1879
- Covenant House/Hammond, 985-230-0415 (Houses youth ages 16-21, including pregnant teens and teens with children)
- Restoration House/Hammond (services for pregnant women), 985-542-0492
- Southeast Spouse Abuse (housing/counseling/advocacy for domestic violence victims), 985-542-8384
- Bishop Ott Men’s Shelter/Baton Rouge, 225-383-7837
- St. Agnes Women’s Shelter/Baton Rouge, 225-383-8367
- RHO Mental Health/Amite/accepts Medicaid, Medicare, Private Insurance, 985-748-8411
HOUSING

- USDA Rural Housing Development (Amite), 985-748-8751
- Washington Parish Habitat for Humanity (when funds are available), 940 Lee Street, Franklinton, LA 70438, 985-839-0076
- Bogalusa Housing Authority (Section 8), Sunset Acres, Bogalusa, LA 70427, 985-735-6533
- Volunteers of America, 823 Carroll Street #B, Mandeville, LA 70448, 985-674-0488

HOSPICE

- AmeraCare Hospice, 431 Louisiana, Bogalusa, LA 70427, 985-732-4848
- Camellia Hospice, 1616 S. Columbia Street, Bogalusa, LA 70427, 985-735-0410
- Egan Hospice, 605 West 5th Street, Bogalusa, LA 70427, 985-730-4382

NURSING HOME/SKILLED CARE FACILITIES

Washington Parish

- Rest Haven Living Center, 1301 Harrison Street, Bogalusa, LA 70427
- Good Samaritan Living Center, 605 Hilltop Drive, Franklinton, LA 70438
- Heritage Manor Nursing Home, 2000 Main Street, Franklinton, LA 70438

St Tammany Parish

- Forest Manor Nursing Home, 71338 Hwy 21, Covington, LA 70433, 985-892-6900
- Pontchartrain Health Care Center, 1401 Hwy 190, Covington, LA 70448, 985-727-0078
- Heritage Manor Nursing Home, 1820 W Causeway Approach, Mandeville, LA 70471, 985-626-4798
- Lacombe Nursing Center, 28119 Hwy 190, Lacombe, LA 70445, 985-882-5417
- Greenbriar Community Care Center, 505 Robert Blvd, Slidell, LA 70458, 985-643-6900
- Slidell Guest House, 1051 Robert Blvd., Slidell, LA 70458, 985-643-5630
- Heritage Manor Nursing Home, 106 Medical Center Drive, Slidell, LA 70461, 985-643-0307
- Trinity Neurologic Rehab Center, 1400 Lindberg Drive, Slidell, LA 70458, 985-641-4985

Tangipahoa Parish

- Belle Maison Nursing Home, 15704 Medical Arts Drive, Hammond, LA 70403, 985-542-0110
- Landmark Nursing Center, 1300 Derek Drive, Hammond, LA 70403, 985-542-8570
- Heritage Health Care, 800 South Oak Street, Hammond, LA 70403, 985-345-7210
- Kentwood Manor Nursing Home, 921 Avenue G, Kentwood, LA 70444, 985-229-2112
- Tangi Pines Nursing Home, 709 East North Place, Amite, LA 70422, 985-748-9464
LEGAL SERVICES

- Southeast Louisiana Legal Services, 985-345-2130
- Indigent Defender 22nd Judicial District, 985-892-5002

MEDICAL SERVICES

- Our Lady of the Angels Hospital/Bogalusa, 985-730-6700
  - Cardiology
  - Community Clinic
  - Emergency Care
  - ENT
  - Family Medicine
  - Gastroenterology
  - HIV/Infectious Disease Clinic
  - Intensive Care
  - Internal Medicine
  - Laboratory Testing
  - Mammography
  - Maternal Fetal Medicine
  - Nephrology
  - Nutritional Services
  - Obstetrics and Gynecology
  - Ophthalmology
  - Orthopedics
  - Pediatrics
  - Physical Therapy
  - Podiatry
  - Psychiatry
  - Pulmonology
  - Radiology
  - Respiratory
  - Surgical Services
  - Urology
  - Women’s Services
  - Wound Care

- Riverside Medical Center/Franklinton, 985-839-4431
- Thomas Community Health Center, 985-848-9955
- Children’s Special Health Services/ Hammond Health Unit, 985-543-4165
- Children’s Hospital/Children’s Healthcare Assistance Plan (CHAP), 504-894-5166
- St. Tammany Community Health Center (Slidell), 985-607-0411

Health Units (WIC, Immunizations, STD Screening, HIV Services, Reproductive Health, Pregnancy test, limited Laboratory Services, Education/Training, TB [tuberculosis] Control Clinical Services)

- Bogalusa Health Unit, 626 Georgia Avenue, Bogalusa, LA 70427, 985-732-6615 (M-F)
- Washington Parish Health Unit, 120 11th Avenue, Franklinton, LA 70438, 985-839-5646 (M-F)

Cancer Programs

- Lallie Kemp Hospital, 52579 Hwy 51 S., Independence, LA 70443, 985-878-9421
- Mary Byrd Perkins, 1203 S Tyler Street Suite 100, Covington, LA 70433, 985-875-2234
- American Cancer Society, 10528 Kentshire Ct., Baton Rouge, LA 70810, 225-927-0782
- Leukemia/Lymphoma Society, 3636 South 1-10 Service Road West #304, Metairie, LA 70001, 504-837-0945

Physical Rehab Facilities

- AMG, 5025 Keystone Blvd Ste. 200, Covington, LA 70433, 985-888-0301
- Ochsner, 104 Medical Center Drive, Slidell, LA 70461, 985-646-5550
- UMRH, 15717 Belle Drive, Hammond, LA 70403, 985-340-5998
Veteran Services

- Veteran Outpatient Clinic (outpatient medical/counseling for Veterans), Memphis Street, Bogalusa, LA 70427, 985-735-9029
- Veteran Affairs Office, 214 Arkansas, Bogalusa, LA 70427, 985-732-6607

Smoking Programs

- Smoking Cessation Program (OLOAH), 400 Memphis Street, Bogalusa, LA 70427, 985-730-7166

MENTAL HEALTH/COUNSELING SERVICES

- Coroner’s Office, 985-516-4215
- Bogalusa Mental Health Center, 985-732-6610
- Florida Parishes Human Services Authority after-hours Crisis/Emergency, 1-800-272-8367
- Youth Service Bureau Bogalusa, 985-735-9114 Franklinton, 985-839-4090
- SUICIDE PREVENTION/CRISIS INTERVENTION HOTLINE, 1-800-273-8255
- Volunteers of America/Northshore Office, 985-674-0488
- Family Counseling Center, 985-732-5580
- RHO Mental Health/Amite/accepts Medicaid, Medicare, Private Insurance, 985-748-8411
- LifeNet LLC. (accepts Medicaid), 985-246-2600

Behavioral Hospitals/Facilities

- Our Lady of the Angels Behavioral Health, 400 Memphis St., Bogalusa, LA 70427
- Beacon Behavioral Hospital, 1640 S. Columbia Street Ste. B, Bogalusa, LA 70427
- Lakeview Regional Behavioral Health, 5025 Keystone Blvd Ste. 300, Covington, LA 70433, 985-867-3930
- Oceans Behavioral Hospital, 921 Avenue G, Kentwood, LA 70444, 985-229-0717
- Northlake Behavioral Health System, 23515 HWY 190, Mandeville, LA 70448, 985-626-6300

Mental Health/Substance Abuse Outpatient

- Dr. Christopher Fritzsche (OLOAH), 400 Memphis Street, Bogalusa, LA 70427, 985-730-7180
- Bogalusa Mental Health/Addictive Disorder Clinic, 2106 Avenue F (Walk-in Clinic), Bogalusa, LA 70427, 985-732-6610
- Washington Community Health Clinic (sliding scale), 2807 S. Columbia Street, Bogalusa, LA 70427, 985-730-7310
- ADAPT, 216 Memphis Street, Bogalusa, LA 70427, 985-732-4961 (Rape counseling, outpatient substance abuse assessments/treatment, Drug screens)
- Washington Parish Behavioral Health Clinic, 915 Washington Street, Franklinton, LA 70438, 985-322-2026 (4yr old-adults, Medicaid or Sliding scale)
- Pine Wood Therapeutic Center, 542 Columbia Street, Bogalusa, LA 70427, 985-732-4724
- Louisiana Domestic Violence Hotline, 1-888-411-1333
- Beacon Behavioral (IOP outpatient programs), 1640 S. Columbia Street, Bogalusa, LA 70427, 985-735-1750
PROGRAMS FOR ALL AGES

- YMCA (tutoring, various enrichment programs), 411 Avenue B, Bogalusa, LA 70427, 985-732-3741

SCHOOL SYSTEM, WASHINGTON PARISH

- Bogalusa City School Board 985-735-1392
- Washington Parish School Board, 985-839-3436
- Pupil Appraisal/Special Education, 985-839-9816

SENIOR SERVICES

- Council on Aging, 985-732-6871
- Office of Aging and Adult Services (elderly and disabled adults), 985-871-8389

Senior Centers (60 years and older)

- Bogalusa Center, 603 Willis Avenue, Bogalusa, LA 70427, 985-732-6869
- Franklinton Center, 1025 Dobson Street, Franklinton, LA 70438, 985-839-4535 (Homemaker services, home delivered meals, utility assistance when funds available, informative speakers for elderly)

SOCIAL SECURITY (Social Security/Medicare and SSI/Medicaid), 1-888-748-7678

SUBSTANCE ABUSE

- Washington Parish Addictive Disorders Clinic, 985-732-6655
- ADAPT, 985-732-4961 or 985-735-0160

TRANSPORTATION SERVICES

- Medicaid Transportation, 1-800-864-6034
- Washington Parish Public Transit (Council on Aging), 985-732-6868
  - 60 yrs. and older free or donation
  - 59 yrs. and younger can access with fee inside the city one way $6.00; outside the city $8.00
  - They do not provide transportation outside of Washington Parish
  - Hours of operation M-F 6:00am-4:00pm