



2020 COMMUNITY HEALTH ASSESSMENT ST. JOHNS COUNTY

Prepared By Flagler Health+ • December 2020

400 HEALTH PARK BLVD
+1 (904) 819 5155
WWW.FLAGLERHEALTH.ORG

Table of Contents

Executive Summary.....	3
Defining our Community	4
Demographics	5
Population and Age Distribution.....	5
Race and Ethnicity.....	6
Nativity and Language	7
Vulnerable Populations	7
Income.....	7
Industry and Occupation	8
Primary Data Collection – Community Perspectives	9
Survey demographics	9
Respondent Opinions	13
Overall Health	13
Most Important Features of a Health Community	13
Most Important Health Problems and Barriers to Services	14
Quality of Health Services in St. Johns County	16
Accessing Care	16
Summary of Community Opinions	17
Alternative Primary Sources – Care Connect+ internal data	18
Secondary Sources - County Health Rankings & Roadmaps.....	19
2020 County Health Rankings Snapshot of Health Outcomes.....	20
Community Health Improvement Plan	21
Appendix A – Survey.....	22

Executive Summary

Flagler Hospital is located in Saint Augustine, Florida in St. Johns County. Our vision to advance the physical, social and economic health of the communities we serve guides the work we do both inside and outside our hospital walls. Flagler Health+ is an extension of Flagler Hospital, which has a 130+ year legacy of caring for the community. The 335 bed hospital has been named among America's 100 best hospitals out of nearly 4,500 nationwide. From serving as the lead agency for St. Johns County's Continuum of Care to bringing a new concept in health villages throughout the region, Flagler Health+ is not only treating the sick, but increasing the total wellness of our community.

In addition to world class physical care, Flagler Health+ is dedicated to addressing the Social Determinants of Health by connecting area residents in need with available services through our program, Care Connect+. A community alliance, Care Connect+ was established in 2017 by Flagler Hospital to align community resources into a single access point. Care Connect+ increases coordination and access of services while assisting clients with navigating the often confusing and complicated social services spectrum. Care Connect+ helps area residents reach their goals through a multitude of services:

- Rental Assistance
- Utility Payment Assistance
- Transportation Assistance
- Establishing a medical home for primary care
- Assistance in applying for Medicaid, insurance, food stamps
- Access to dental services
- Prescription Assistance
- Homeless Prevention Services
- Access to local food banks
- Food & supply delivery for those quarantined or unable to leave home

Care Connect+ uses a network of over 50 partners to determine what services clients are eligible to receive and follows the client progress until needs are fully met. The network includes government organizations such as Health & Human Services, Veterans Affairs and law enforcement, non-profits such as St Johns Council on Aging, St Johns Housing Partnership, The Salvation Army, Catholic Charities and St Francis House homeless shelter, Habitat for Humanity, and other mental and physical healthcare providers such as Epic Behavioral Health, SMA, Aza Healthcare, Wildflower and Lutheran Services Florida.

In 2020, COVID-19 exasperated the already fragile balance that many of our area residents lived in on a daily basis. From March through early December, 1,300 clients with over 4,000 needs were served that were directly impacted by COVID-19. The top needs were Rental or Mortgage Payment Assistance (46%), Utility Payment Assistance (34%) and Emergency Food Assistance (8%).

Care Connect+ also addresses youth behavioral health through the BRAVE program, a partnership with the St. Johns County School district to connect students to mental health services. The BRAVE program started in the 2019-2020 school year and is in all 39 schools across

the school district. In the first year of the program, there has been a 66% decrease in the length of time from referral to first appointment while the number of students connected to a behavioral health provider has increased by 160%.

In assessing the needs of the community, Flagler Health+ is able to keep a clear picture on the immediate needs of those we serve as Care Connect+ continuously analyzes the needs and available services of the community.

Defining our Community

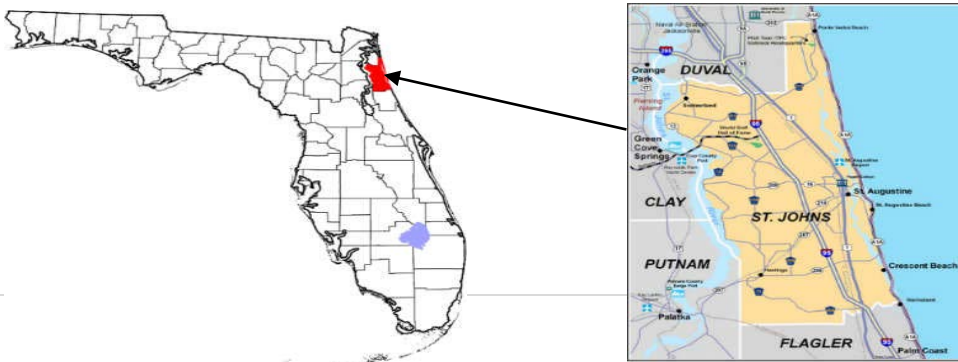
As the sole hospital in the county, the primary service area is St. Johns County, Florida with secondary service to surrounding counties including Flagler, Putnam, Clay and Duval counties. In 2019 and 2020, Flagler Health+ opened 7 new ambulatory locations for primary care, urgent care, specialty care and wellness services. Four of those locations are in St. Johns County, two are located in Flagler County to the south, and one is located in Putnam County to the west. Additionally, Walk-in Care Clinics utilizing telehealth kiosks were established. Five locations were opened in partnership with Publix Pharmacy to provide fast, affordable service across the service area. Most recently, two telehealth kiosks were given to the St. Johns County School District Community Partnership Schools: The Webster School and Southwoods Elementary, so that students and their families could have immediate access to healthcare during school hours.

The new ambulatory locations are:

- Flagler Health+ Village at Murabella – Primary, Pediatrics and Urgent Care – Saint Augustine, St. Johns County
- Flagler Health+ Village at Nocatee – Primary, Specialty & Wellness Services – Ponte Vedra, St. Johns County
- Flagler Health+ at Palencia – Primary & Pediatrics – Saint Augustine, St. Johns County
- Care Fast+ Urgent Care – Main Campus Saint Augustine, St. Johns County
- Flagler Health+ Orthopedic Specialists – Palm Coast, Flagler County
- Flagler Health+ Specialty Care – Palatka, Putnam County
- Flagler Health+ Specialty Care – Palm Coast, Flagler County

Walk-In Care Clinics

- Publix Walk-In Care Clinic at Bartram Market – St. Johns, St. Johns County
- Publix Walk-In Care Clinic at Beach Village – Flagler Beach, Flagler County
- Publix Walk-In Care Clinic at Cobblestone Village – Saint Augustine, St. Johns County
- Publix Walk-In Care Clinic at Moultrie Square – South Saint Augustine, St. Johns County
- Publix Walk-In Care Clinic at Nocatee Town Center – Ponte Vedra, St. Johns County



Demographics

St. Johns County, Florida is part of the Jacksonville Metropolitan Area and encompasses approximately 680 square miles of land in Northeast Florida, situated between the St. Johns River and more than 40 miles of beaches along the Atlantic Coast. At the time of publication for this report, the U.S. Census Bureau 2020 population estimate for St. Johns County, FL is 274,927 with a growth rate 3.91% in the past year.

Population and Age Distribution

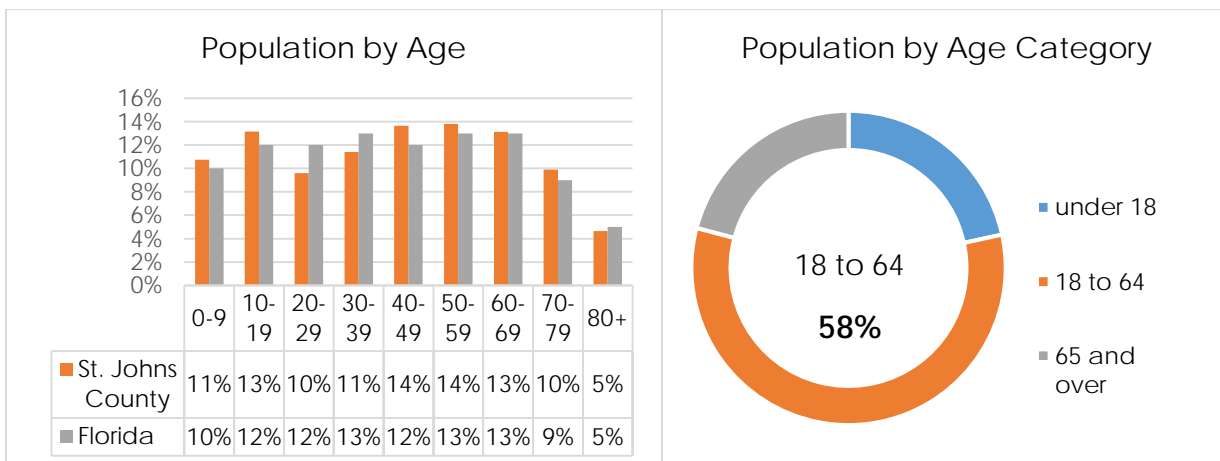
The table below shows a historical perspective of population estimates from 2010 to 2019. Growth for St. Johns County is occurring at a rate almost three times faster than Florida and almost seven times faster than the nation. The U.S. Census Bureau estimates St. Johns County's population for 2020 to be 274,927 (51.2% female), an estimated 3.91% higher than the 2019 estimate. When ranking percentage growth of counties that were greater than or equal to 20,000 people in 2017 and 2018, St. Johns County, FL ranked 8th.

Population Estimates

	2010	2015	2019	% Increase
St. Johns County	190,039	226,658	264,672	39%
Florida	18,801,310	20,244,914	21,477,737	14%
United States	308,745,538	320,896,618	328,239,523	6%

Source: <https://www.census.gov/quickfacts/>

Population by Age Group



St. Johns County and Florida have similar population age distributions. 58% of the population is between the ages of 18 and 64.

Source: U.S. Census Bureau (2019). American Community Survey 1-year estimates. Retrieved from Census Reporter Profile page for St. Johns County, FL <http://censusreporter.org/profiles/05000US12109-st-johns-county-fl/> U.S. Census Bureau (2019). American Community Survey 5-year estimates. Retrieved from Census Reporter Profile page for St. Johns County, FL <http://censusreporter.org/profiles/05000US12109-st-johns-county-fl/>

Race and Ethnicity

Race and ethnicity can be defined as systems used to classify groups of people based on certain characteristics. Groups of people are classified by race based on physical characteristics and by ethnicity based on cultural values and norms influenced by nationality, language, and religion, among others. As presented in the table below, St. Johns County's White population (88.6%) is larger when compared to the State (77.3%) and the nation (76.3%). On the other hand, St. Johns County's Hispanic or Latino population (7.5%) is over 3.5 times smaller when compared to Florida (26.4%) and almost 2.5 times smaller when compared to the nation (18.5%). St. Johns County's Black or African American population (5.6%) is lower than the State (16.9%) and national (13.4%) estimates. Like the State (3%), 3.3% of St. Johns County population is Asian, which is slightly lower than the national (5.9%) estimate. American Indians, Alaska Natives, Native Hawaiians, and other Pacific Islanders make up 0.4% of St. Johns County's population—a lower proportion when compared to the State (0.6%) and the nation (1.5%). In the past three years, St. Johns County, FL has not experienced significant changes in the population's race and ethnicity composition. There are no federally recognized tribes designated in St. Johns County, FL.

Race and Hispanic Origin 2019	St. Johns County	Florida	United States
White alone	88.6%	77.3%	76.3%
Black or African American alone (a)	5.6%	16.9%	13.4%
American Indian and Alaska Native alone (a)	0.3%	0.5%	1.3%
Asian alone (a)	3.3%	3.0%	5.9%
Native Hawaiian and Other Pacific Islander alone (a)	0.1%	0.1%	0.2%
Two or More Races	2.2%	2.2%	2.8%
Hispanic or Latino (b)	7.5%	26.4%	18.5%
White alone, not Hispanic or Latino	81.9%	53.2%	60.1%

Notes: (a)Includes persons reporting only one race, (b)Hispanics may be of any race, so also are included in applicable race categories, (c)Economic Census - Puerto Rico data are not comparable to U.S. Economic Census data.

Source: <https://www.census.gov/quickfacts/fact/table/stjohnscountyflorida,FL,US/PST045219>

The United States has become increasingly diverse in the last century. Based on the U.S. Census Bureau's 2014 National Projections, by 2044 "more than half of all Americans are projected to belong to a minority group (any group other than non-Hispanic White alone)." Race and ethnicity contribute to differences in life opportunities, exposures, stresses, and quality and access to care, ultimately leading to health inequities. According to the Centers for Disease Control and Prevention (CDC), though health indicators such as life expectancy and infant mortality have improved for most Americans, some minorities experience a persistent, disproportionate, and often increasing burden of preventable disease, death, and disability compared with non-minorities. In the coming years, growing minority populations already experiencing poorer health outcomes will impact the overall health of our nation. In St. Johns County, the Health Leadership Council works towards achieving Health Equity by addressing the root causes that lead to differences in health status among people of different races and ethnicities. For instance, the Council examines differences in access to health education and how health care is delivered and financed for minority and non-minority populations.

Nativity and Language

The U.S. Census Bureau uses the term foreign born to refer to anyone who is not a U.S. citizen at birth. Approximately 7.4% of St. Johns County’s population is foreign born, a lower proportion when compared to Florida (21.1%) and the United States (13.7%).

About 8% of St. Johns County children ages 5-17 years old speak a language other than English at home—which is lower when compared to the State (30%) and the nation (23%). Similarly, about 8% of St. Johns County adults (18+) speak a language other than English at home which is lower when compared to the State (30%) and the nation (22%).

Source: <https://censusreporter.org/profiles/05000US12109-st-johns-county-fl/>

Vulnerable Populations

Persons with access and functional needs include persons with physical, cognitive, or developmental disabilities, persons with limited English proficiency, geographically or culturally isolated persons, and medically or chemically dependent persons. Recent disasters have shown the need to better develop strategies for meeting the needs of most at-risk populations to prevent adverse health outcomes during or following a disaster.

Population Estimates for Persons with Access and Functional Needs for 2019

Population	St. Johns County	Florida
Civilian non-institutionalized population with a disability	27,224	2,768,155
Seriously Mentally Ill Adults	7,043	613,027
Census Population 18-64 with Vision Difficulty	2,571	239,752
Census Population 18-64 with Hearing Difficulty	2,661	218,670
Census Population 18-64 with Independent Living Difficulty	3,903	442,490
Estimated Seriously Emotionally Disturbed Youth 9-17	2,683	195,523

Source:

<http://www.flhealthcharts.com/ChartsReports/rdPage.aspx?rdReport=ChartsProfiles.AccessAndFunctionalNeeds>

Income

Income and poverty levels play a key role in health outcomes. For example, people who are unemployed are less likely to have health insurance and are more likely to live in poverty. When looking at population estimates from 2019, St. Johns County (\$82,252) has a higher median household income than the state (\$55,660) and the nation (\$62,843). St. Johns County (6.40%) also has a lower percentage of those living in poverty when compared to the state (12.7%) and the nation (10.5%).

Source: <https://www.census.gov/quickfacts/>

Income & Poverty	St. Johns County	Florida	United States
Median household income (in 2019 dollars), 2015-2019	\$ 82,252	\$ 55,660	\$ 62,843
Per capita income in past 12 months (in 2019 dollars), 2015-2019	\$ 43,194	\$ 31,619	\$ 34,103
Persons in poverty, percent	6.40%	12.70%	10.50%

Industry and Occupation

As identified in the U.S. Census estimates, the proportion of the population working in the top ten industries in the County, State, and nation is similar. However, a larger proportion of the population in St. Johns County work in the finance, insurance, real estate, and rental/leasing industry (12%) when compared to the State (8%) and the nation (7%). When compared to the United States (10%), a lower proportion of the County's population work in the manufacturing industry in St. Johns County, FL (6%).

Top Ten Local Industry¹ 5-Year Estimates for 2011-2015

Industry	St Johns County	Florida	US
Educational services, health care, social assistance	20%	21%	23%
Retail trade	13%	13%	12%
Professional, scientific, and management, administrative, Finance, insurance, real estate, rental/leasing	13%	13%	11%
Arts, entertainment, recreation, accommodation and food	12%	8%	7%
Manufacturing	12%	12%	10%
Construction	6%	5%	10%
Transportation and warehousing, and utilities	5%	7%	6%
Public administration	5%	5%	5%
Other services, except public administration	4%	5%	5%

Source: Data for 2011-2015 estimates accessed via the U.S. Census <https://factfinder.census.gov>

As reported by the U.S. Census Bureau, St. Johns County's civilian workforce, those individuals 16 years of age and older (96,436), is 54.0% male and 46.0% female. In St. Johns County, females are underrepresented in the professional, scientific, management, administrative, and waste management industry. Males are underrepresented in the educational services, health care and social assistance industry.

St. Johns County Top Five Local Industry 5-Year Estimates for 2011-2015 by Sex

Industry	Estimate	Males	Female
Arts, entertainment, and recreation, and accommodation and food	11,599	48.3%	51.7%
Finance and insurance, and real estate and rental/leasing	12,052	50.9%	49.1%
Professional, scientific, management, administrative, and waste	12,152	60.1%	39.9%
Retail trade	12,245	55.1%	44.9%
Educational services, and health care and social assistance	19,558	27.9%	72.1%

Source: Data for 2011-2015 estimates accessed via the U.S. Census <https://factfinder.census.gov>

As presented in the table below, 45% of St. Johns County, FL civilian-employed population 16 years of age and older (96,436) works in management, business, science, and the arts, followed by sales and office.

Occupation for Civilian Employed Population 5-Year Estimates for 2011-2015 (Ages 16+)

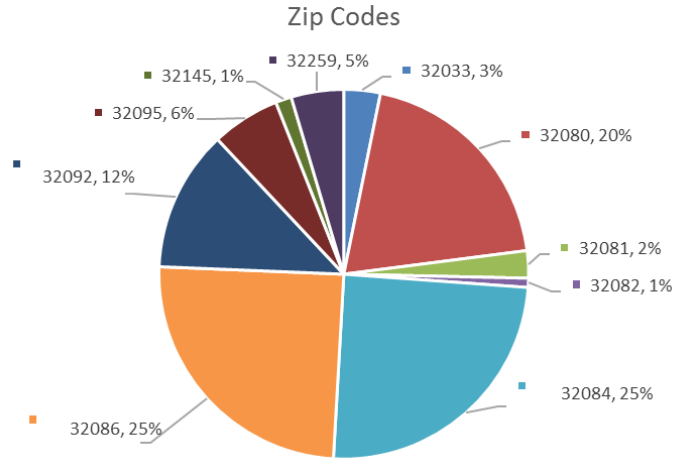
Occupations	St. Johns County,	Florida	United States
Management, business, science, and arts	45%	34%	37%
Service	17%	21%	18%
Sales and office	25%	27%	24%
Natural resources, construction, and	6%	9%	9%
Production, transportation, and material	7%	9%	12%

Primary Data Collection – Community Perspectives

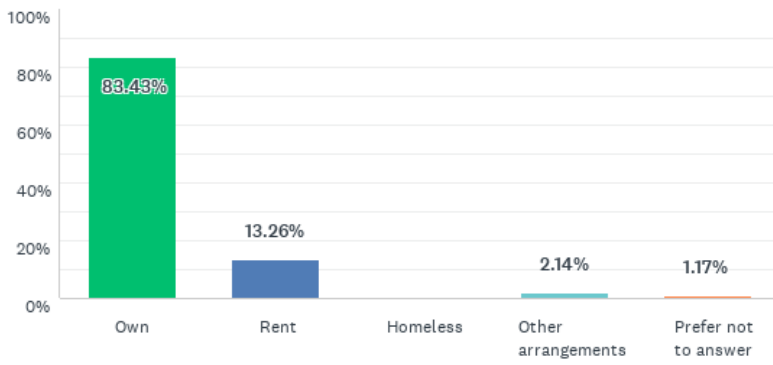
A community-wide survey, included in Appendix A, was used to gather residents' thoughts and concerns about the quality of life and healthcare services in St. Johns County. The survey was made widely available through web-based surveys which were emailed and promoted on social media sources through the Flagler Health+/Flagler Hospital social media outlets. 517 surveys were completed. The focus on COVID-19 by both the hospital and the Department of Health resulted in fewer resources with the ability to devote time and personnel to gather information in person. Furthermore, the public gatherings for focus groups are not encouraged at this time. In addition to the community survey, aggregate data from Care Connect+ is used to determine community needs and gaps in services based on the needs and goals voiced by community clients.

Survey demographics

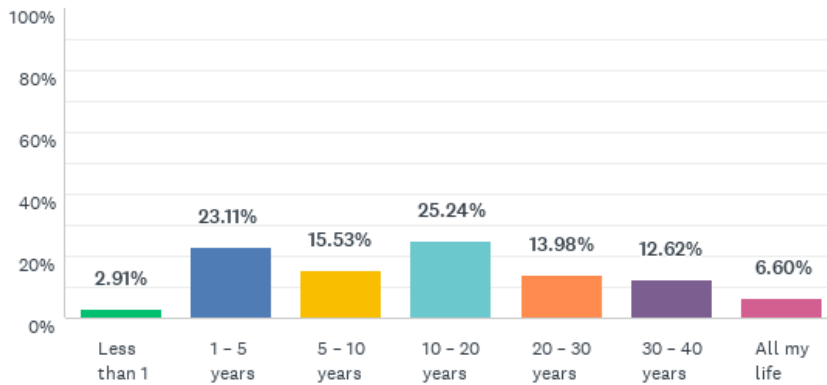
Survey respondents represented all St. Johns County, FL zip codes. The highest proportion of surveys were completed by residents of the 32084 (25%) and 32086 (25%) zip codes of the county. Respondents were mostly home owners (83%) and the majority had lived in St. Johns County for more than 10 years (58%). There were no survey respondents that reported being homeless however 4 did not answer the question, and 6 answered "Prefer not to answer". Using mostly a digital survey, hindered our ability to reach the homeless population, although attempts were made to use the free clinic to reach those who are underserved. Respondents were overwhelmingly female (85%) and married or in a domestic partnership (70%). As mentioned above, St Johns County is not very racially diverse. About 83% of St Johns County residents are white and the survey reflected about 92% of respondents are white. Attempts were made to share the survey through social media to all members of the community and to obtain a diverse outlook but due to constraints with resources due to COVID-19, the racial diversity of survey respondents was less than ideal. Information gathered through Care Connect+ provides a more diverse analysis of community needs. Also reflecting the community at large, about 60% of respondents are 18-64 (compared to population of 58% 18-64). The median household income of St. Johns County is \$82,252 which is reflected in our respondents who mostly make over \$50,000 (60%). 73% of survey respondents reported degree from higher education (Associates or higher) and about 45% of residents over 25 have a bachelor's or higher.



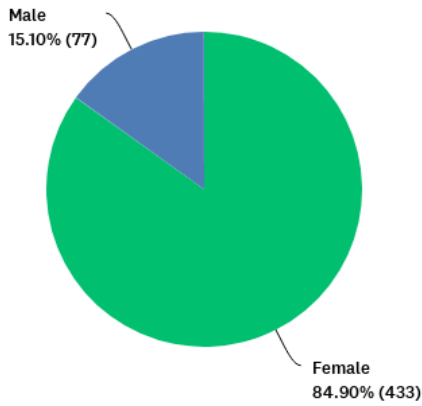
Living Situation



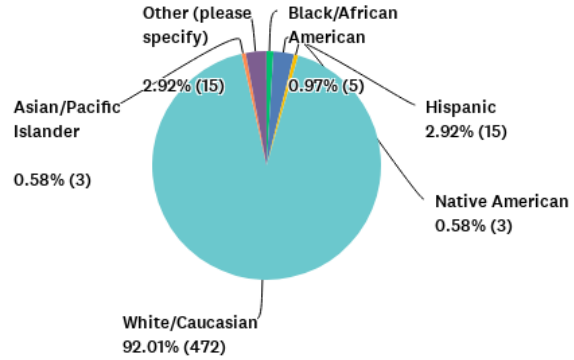
Length of Residency



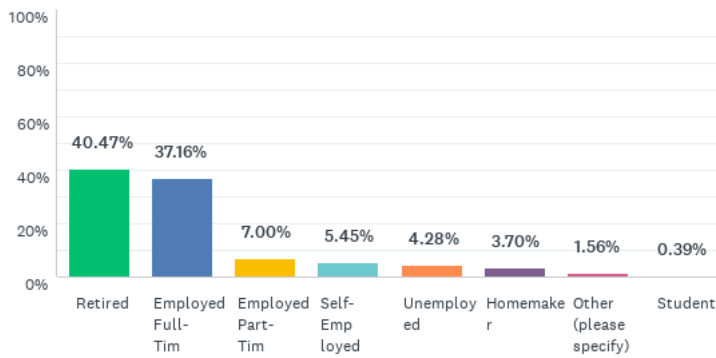
Gender



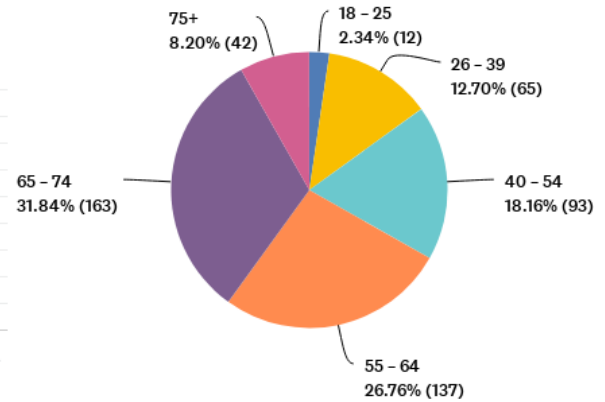
Race



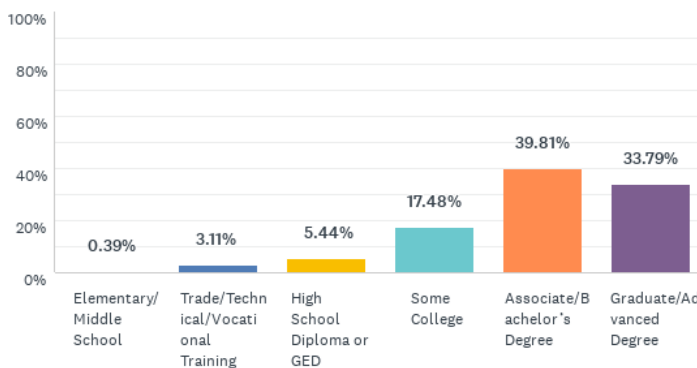
Employment Status



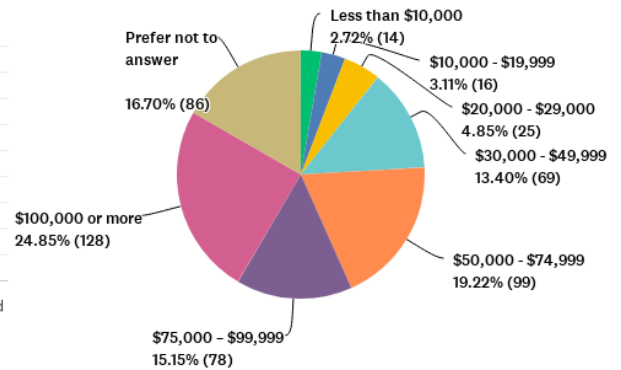
Age



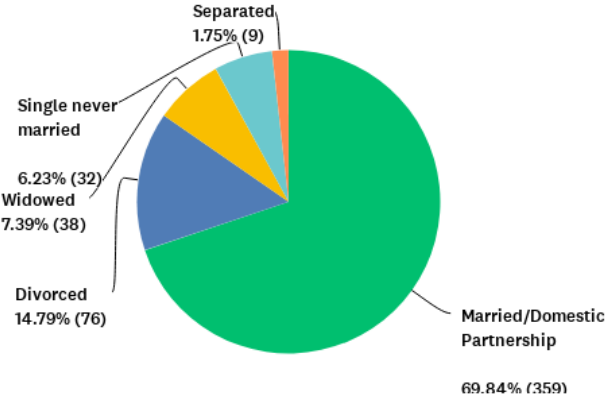
Education Level Achieved



Income



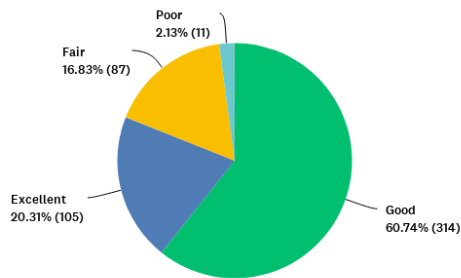
Marital Status



Respondent Opinions

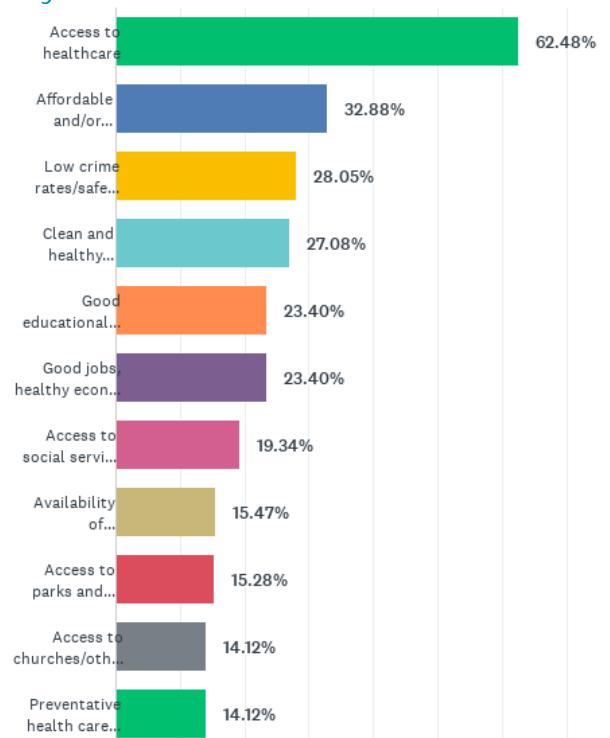
Respondents to the survey reported overall health to be mostly Excellent (20%) or Good (61%), less than 20% reported Fair or Poor health. They categorized the following as the top five most important features of a healthy community: Access to healthcare (62%), Affordable Housing (33%), Low Crime Rates (28%), Clean and Healthy Environment (27%), Good Educational Opportunities (23%) and Good Jobs, Healthy Economy (23%) (tied for 5th). Top ten features shown in graph below with all corresponding options shown in table. Where respondents chose "other", answers varied, including notes about lack of public transportation, need for social interaction within the community, affordable or free mental and physical health services, job training, living wages and COVID-19 based responses such as mask wearing and appropriate responses to the pandemic.

Overall Health



Most Important Features of a Health Community

ANSWER CHOICES	RESPONSES
Access to healthcare	62.48% 323
Affordable and/or available housing options(including senior housing)	32.88% 170
Low crime rates/safe neighborhoods	28.05% 145
Clean and healthy environment	27.08% 140
Good educational opportunities (including early education)	23.40% 121
Good jobs, healthy economy	23.40% 121
Access to social services (including adult/child emergency services)	19.34% 100
Availability of health/wellness facilities	15.47% 80
Access to parks and recreation	15.28% 79
Access to churches/other places of worship	14.12% 73
Preventative health care (i.e. annual check ups)	14.12% 73
Good place to raise kids (strong community focus on children)	11.22% 58
Absence of discrimination	10.64% 55
Safe mobility (access to safe walking/cycling paths)	8.32% 43
Good place to grow old	7.54% 39
Affordable child care	7.35% 38
Resources for community emergency services (hurricane, flood, fire)	6.77% 35
Access to public transportation	5.61% 29
Other (please specify)	3.68% 19
Total Respondents: 517	



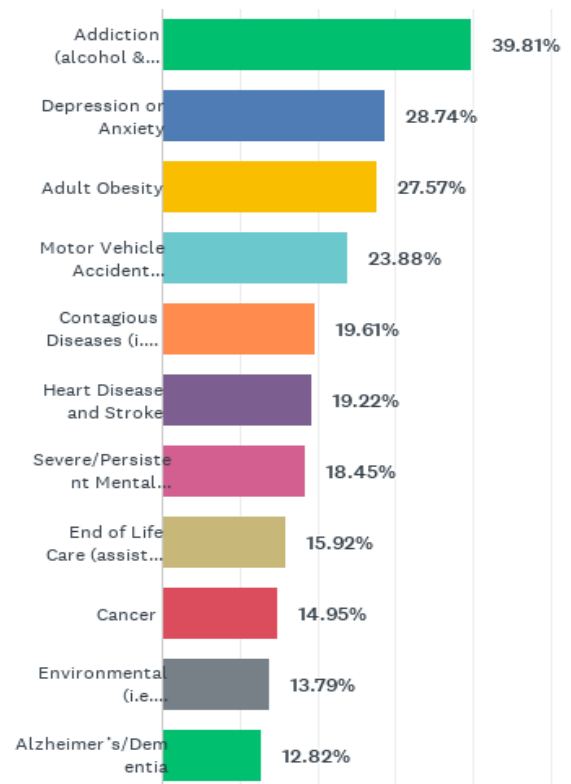
Most Important Health Problems and Barriers to Services

Respondents are most concerned about Adult Addiction by far (40%), followed by Mental Health concerns - Depression and Anxiety (29%) plus Severe/Persistent Mental Health Illness (18%) and Adult Obesity (28%). Motor Vehicle Accidents (24%) and Contagious Diseases (20%) were not far behind. There were 35 other responses that included mostly topics relating to issues with the homeless population, lack of availability to doctors taking new patients, and COVID-19 specifically.

Based on those concerns, it is not surprising that 38% of respondents chose Mental Health Counseling as the most difficult health service to obtain, followed by Support for Caregivers (23%), Adult Substance Abuse (20%) and Alternative Therapies (19%). Conversely, 17% of respondents felt there were No Services that were difficult to obtain in the community. The barriers that were identified were mostly based on availability of doctors – Long waits for appointments (39%), Lack of evening and weekend services (35%), Lack of Providers on Insurance Plan (28%) and ability to pay for medical services (28%). In the 89 “Other” responses, comments ranged from location inconvenience, high cost of insurance or no insurance due to costs, and COVID-19 related issues, while 42 respondents reported they had no barriers to access.

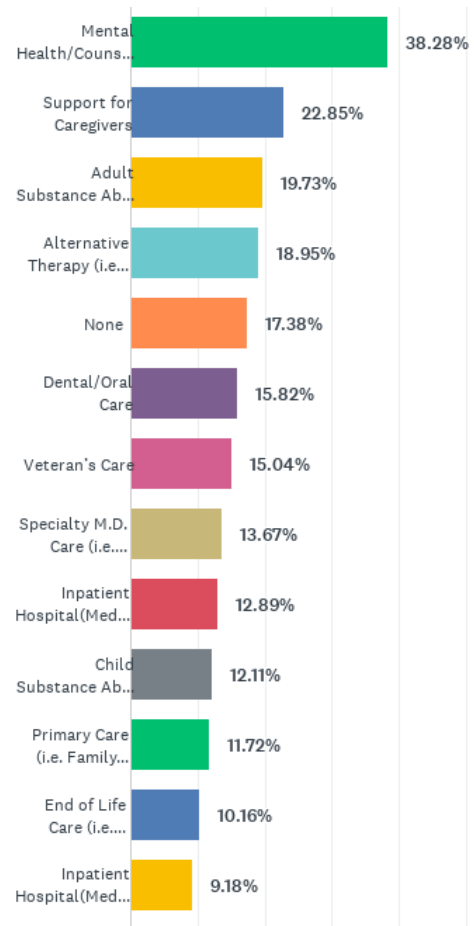
Most Important Health Problems

ANSWER CHOICES	RESPONSES	
Addiction (alcohol & other drugs)	39.81%	205
Depression or Anxiety	28.74%	148
Adult Obesity	27.57%	142
Motor Vehicle Accident Injuries (Driver or Pedestrian)	23.88%	123
Contagious Diseases (i.e. Flu/Pneumonia/TB, etc.)	19.61%	101
Heart Disease and Stroke	19.22%	99
Severe/Persistent Mental Illness	18.45%	95
End of Life Care (assisted living, nursing homes, hospice)	15.92%	82
Cancer	14.95%	77
Environmental (i.e. wells/drinking water/septic)	13.79%	71
Alzheimer's/Dementia	12.82%	66
High Blood Pressure	11.84%	61
Child Abuse/Neglect	10.10%	52
Diabetes	9.32%	48
Dental Problems	8.16%	42
Other (please specify)	6.80%	35
Childhood Obesity	6.41%	33
Elder Abuse/Neglect	5.05%	26
Respiratory/Lung Disease (i.e. COPD, Emphysema)	4.66%	24
Post-Traumatic Stress Disorder	4.47%	23
Teen Pregnancy	1.94%	10
Asthma	1.17%	6
HIV/AIDS or Sexually Transmitted Diseases	0.58%	3
Total Respondents: 515		



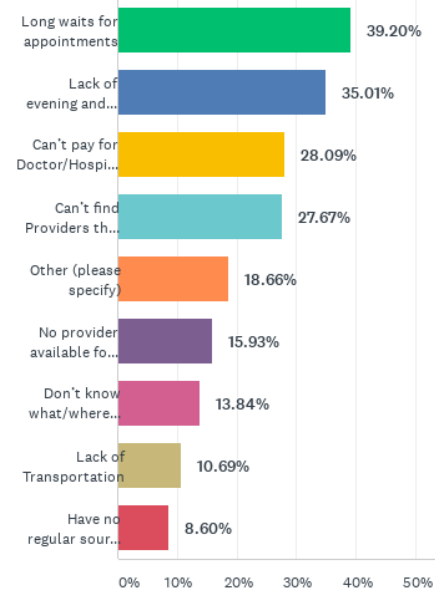
Health Services Difficult to Obtain

ANSWER CHOICES	RESPONSES	
Mental Health/Counseling	38.28%	196
Support for Caregivers	22.85%	117
Adult Substance Abuse Services (alcohol & other drugs,)	19.73%	101
Alternative Therapy (i.e. herbals, acupuncture)	18.95%	97
None	17.38%	89
Dental/Oral Care	15.82%	81
Veteran's Care	15.04%	77
Specialty M.D. Care (i.e. heart doctor)	13.67%	70
Inpatient Hospital(Medical/Psychiatric) for children	12.89%	66
Child Substance Abuse Services (alcohol & other drugs)	12.11%	62
Primary Care (i.e. Family doctor or Walk-In clinic)	11.72%	60
End of Life Care (i.e. assisted living, nursing homes, hospice)	10.16%	52
Inpatient Hospital(Medical/Psychiatric) for adults	9.18%	47
Emergency Room Care	7.03%	36
Family Planning/Birth Control	6.25%	32
Other (please specify)	6.05%	31
Lab Work	5.47%	28
Preventative Care (i.e. Annual check-ups)	5.27%	27
Vision Care	4.49%	23
Prescriptions/Medications/Medical Supplies	3.71%	19
Physical Therapy/Rehabilitative Therapy	3.13%	16
X-Rays/Mammograms	1.95%	10
Tele-medicine	1.76%	9
Total Respondents: 512		



Barriers to Access

ANSWER CHOICES	RESPONSES	
Long waits for appointments	39.20%	187
Lack of evening and weekend services	35.01%	167
Can't pay for Doctor/Hospital visits	28.09%	134
Can't find Providers that accept my Insurance	27.67%	132
Other (please specify)	18.66%	89
No provider available for the services I need	15.93%	76
Don't know what/where services are available	13.84%	66
Lack of Transportation	10.69%	51
Have no regular source of health care	8.60%	41
Total Respondents: 477		



Quality of Health Services in St. Johns County

Respondents overwhelmingly rated health services in St Johns County as Excellent (10%) or Good (58%). Those rating Fair (27%) or Poor (3%) were asked for suggestions to improve quality – There were 175 comments with suggestions for improvement.

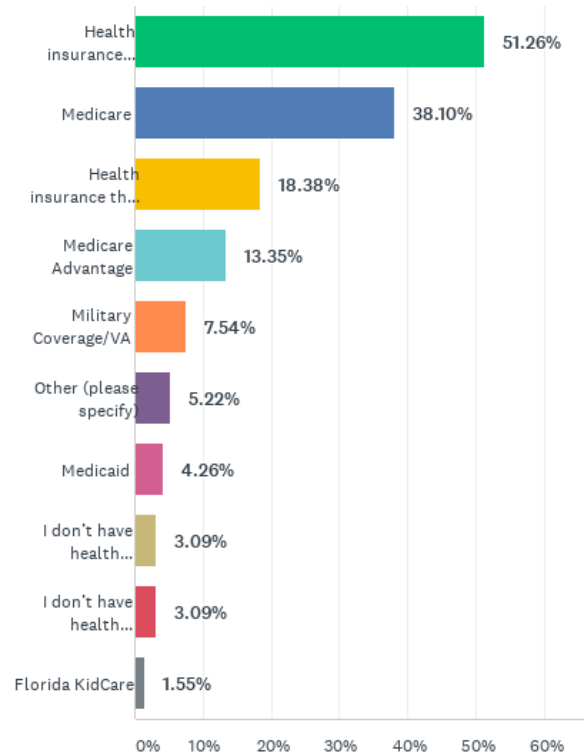
Comments ranged from more programs for affordable or free healthcare and mental healthcare, to a need for more primary care doctors and specialists and particularly those that accept Medicaid and Medicare. Other comments proposed increased communication between healthcare providers across the region and increasing the number of facilities in outlying areas including the north and south parts of the county. Some comments were directed at doctor/patient relationships and improving the quality of a physician’s visit.

Accessing Care

Respondents were asked how their healthcare is covered and how they typically seek healthcare services including prescriptions. 51% reported Employer coverage, 38% Medicare, 18% self-pay insurance, and 13% Medicare Advantage. Less than 8% reported VA/Military covered. About 3% reported no health insurance. Almost 80% reported seeking care at their doctor’s office as a first choice. Almost 10% report using a walk-in or urgent care facility. Even more positively, over 96% reported filling prescriptions using a pharmacy or mail order service, although 12.4% buy OTC medicines and 8% reported using leftover medication. 7.36% use herbal remedies instead. Only 2.5% reported using friend or family’s medication and 4.65% report going without.

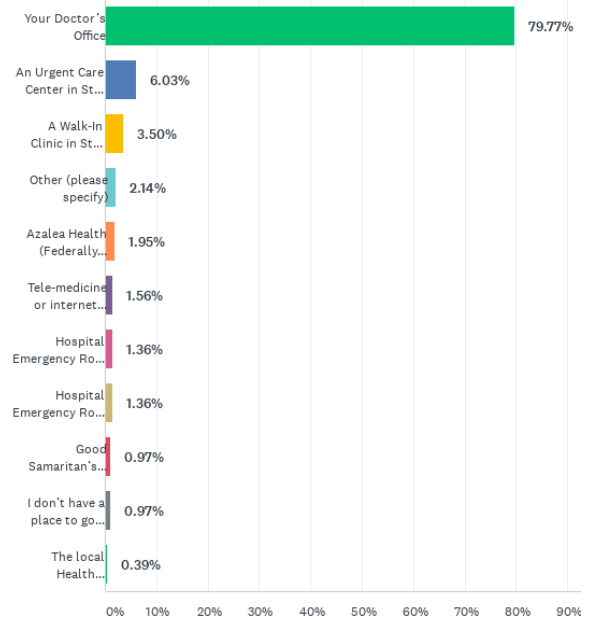
Healthcare Coverage

ANSWER CHOICES	RESPONSES	
Health insurance offered by your job or a family members' job	51.26%	265
Medicare	38.10%	197
Health insurance that you pay for on your own	18.38%	95
Medicare Advantage	13.35%	69
Military Coverage/VA	7.54%	39
Other (please specify)	5.22%	27
Medicaid	4.26%	22
I don't have health insurance for myself	3.09%	16
I don't have health insurance for my family	3.09%	16
Florida KidCare	1.55%	8
Total Respondents: 517		



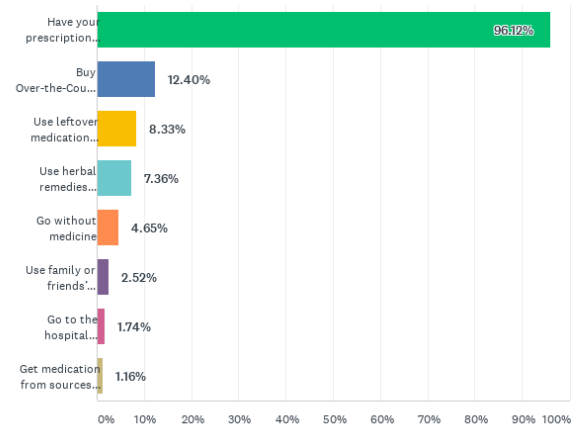
Seeking Care

ANSWER CHOICES	RESPONSES	
Your Doctor's Office	79.77%	410
An Urgent Care Center in St. Johns County	6.03%	31
A Walk-In Clinic in St. Johns County	3.50%	18
Other (please specify)	2.14%	11
Azalea Health (Federally Qualified Health Center)	1.95%	10
Tele-medicine or internet (i.e. web md, google)	1.56%	8
Hospital Emergency Room in St. Johns County	1.36%	7
Hospital Emergency Room outside of the County	1.36%	7
Good Samaritan's Wildflower Clinic	0.97%	5
I don't have a place to go when I'm sick	0.97%	5
The local Health Department	0.39%	2
TOTAL		514



Prescription Access

ANSWER CHOICES	RESPONSES	
Have your prescription filled at drug store/supermarket/mail order	96.12%	496
Buy Over-the-Counter medicine instead	12.40%	64
Use leftover medication previously prescribed	8.33%	43
Use herbal remedies instead	7.36%	38
Go without medicine	4.65%	24
Use family or friends' medication	2.52%	13
Go to the hospital Emergency Room	1.74%	9
Get medication from sources outside the country	1.16%	6
Total Respondents: 516		



Summary of Community Opinions

Overall, the opinion of the community is that St. Johns County has good quality of care, and there are some barriers but they are mostly based on convenience rather than availability or ability to access services. Less than a third reported inability to pay for services. There is a definitive concern for mental and behavioral health services. A lack of mental and behavioral health providers and facilities and the affordability of those currently available is a top priority to the community. While previous Community Health Assessments have indicated a concern for mental health services, COVID-19 has further increased the demand on these providers.

Alternative Primary Sources – Care Connect+ internal data

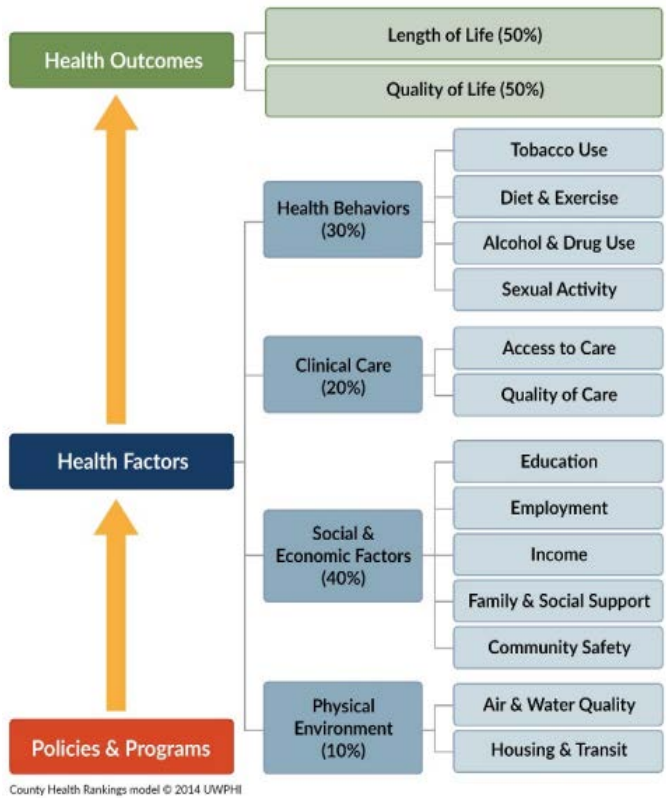
When evaluating the data accumulated by Care Connect+ in 2020, 2,935 individuals (2,292 adults and 643 children) were assisted with resource navigation. The top needs identified were: Rent & Utility Payment Assistance, Counseling Services, Emergency Food Services, Homeless Prevention and Health Care Referrals. Care Connect+ serves those who are most vulnerable in our community and not surprisingly, they are also identifying mental health services as a top priority along with other basic needs such as housing, food and physical health services.

Furthermore, using Care Connect+ data to assess the needs of the community encompasses a more racially diverse and lower economic composition than the general population of St. Johns County. 22% of clients are African American, 72% are white. Over 8% are of Hispanic descent. 605 clients reported no income. 714 clients report income of less than \$24,000 per year. Almost 500 report governmental assistance such as SSI, SSDI, VA, or TANF.

Care Connect+ continuously monitors the needs of the community and new services are sourced or developed as quickly as possible as new needs are identified.

Secondary Sources - County Health Rankings & Roadmaps

The County Health Rankings & Roadmaps, a collaborative effort of between the University of Wisconsin Population Health Institute and the Robert Wood Johnson Foundation, helps communities across America understand the factors that influence their health. The County Health Rankings & Roadmaps initiative compiles county, state, and national data, and standardizes and combines measures using scientifically-informed weights. Each year, the County Health Rankings & Roadmaps ranks the health of every county within each state based on composite scores of two sets of key population health measures: health outcomes (length and quality of life) and health factors (health behaviors, access to and quality of clinical care, social and economic factors and the physical environment). These rankings are shared via the annual County Health Rankings reports—the strength of a ranking is based on the overall body of evidence (e.g. type, quality, consistency of findings, etc.).



The St. Johns County Health Leadership Council utilizes the County Health Rankings model to address the Social Determinants of Health in the pursuit of achieve health equity for all. The County Health Rankings model (presented above) is a framework for the ranking process which emphasizes the multiple factors that influence how long and how well a population lives. This model illustrates how certain health factors have a greater impact on health outcomes than others. For instance, Social and Economic Factors have the greatest impact on length and quality of life. As presented below, St. Johns County is ascribed as the healthiest of 67 Florida counties since the inception of the national County Health Rankings Report in 2010. Improving the health of a community is a shared responsibility among the many organizations that make up the local public health system. These high standings reflect the priority that the community has placed on influencing length and quality of life for its residents.

Category	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Health Outcomes	2	3	1	1	1	1	1	1	1	1	1
Health Factors	1	1	1	1	1	1	1	1	1	1	1

2020 County Health Rankings Snapshot of Health Outcomes

Health Outcome Indicators St Johns County, FL ranks #1 – Healthiest of 67 Florida Counties	St Johns County, FL	Florida	National Target	Direction Needed to Meet Target
Mortality Indicator				
Premature Death "Years of potential life lost before age 75 per 100,000 population"	5,700	7,300	5,500	Decrease
Morbidity Indicators				
Poor or Fair Health "Percent of adults reporting fair or poor health (age adjusted)"	13%	17%	12%	Decrease
Poor physical health days (age adjusted) "Average number of physically unhealthy days reported in past 30 days"	3.4	3.7	3.1	Decrease
Poor Mental Health days (age adjusted) "Average number of mentally unhealthy days reported in past 30 days"	3.9	3.4	4.0	Decrease
Low birth weight "Percent of live births with low birth weight (<2500 grams)"	7%	6%	9%	Decrease

Source: The County Health Rankings Report was accessed on 12/24/20 via www.CountyHealthRankings.com

The 2020 County Health Rankings snapshot of health outcomes indicated that St. Johns County performs better than Florida in every category but falls slightly short of the National Target which is comprised of the top 10% of US performing cities.

Areas of strength indicated in the report include:

- Low percentages of teen births -10% versus 13% target and 21% Florida
- Higher percentage of college attendees – 77% versus 73% target and 63% Florida
- Low percentage of physical inactivity – 21% versus 26% in Florida
- Ratio of Primary Care Physicians to residents 1,050:1 versus 1,380:1 in Florida

Areas for improvement included:

- Ratio of Mental Health providers – 840:1 versus 620:1 for Florida and 290:1 for the target
- Adults reporting binge or heavy drinking 22% versus 17% in Florida and 13% for the target
- Alcohol-impaired driving deaths – 21% versus 11% target

The full report of St Johns County Health Outcomes and Health Factors is available at <https://www.countyhealthrankings.org/app/florida/2020/rankings/st-johns/county/outcomes/overall/snapshot>

Community Health Improvement Plan

In 2017, the St. Johns County Health Leadership Council established a three-year Community Health Improvement Plan (CHIP) for 2018-2020. During 2020, COVID-19 had an unforeseeable impact on the resources and availability of hospital and health department personnel to revise the CHIP for 2021. Rather, the hospital has evaluated the priorities that were previously chosen and determined that extending the CHIP priorities for 2 years until a new plan can be developed will continue to serve the community as the needs identified in 2017 and 2020, are still relevant to this plan.

The purpose of the 2018-2020 CHIP was to describe short and long-term strategies and activities related to the performance targets associated with each chosen Community Health Priority over the time frame and to describe why these priorities and objectives are important for St. Johns County. One key component of this plan is a Community Balanced Scorecard, which identifies strategic objectives and sets measurable targets to move the Community Health Improvement Plan forward. Both the Community Health Assessment and the Community Balanced Scorecard serve as the foundation of this Community Health Improvement Plan. The Community Health Priorities and the strategic objectives of the St. Johns County Community Health Improvement Plan are summarized in the table below:

Community Health Priorities	Strategic Objectives
Community Assets 1.0	<ul style="list-style-type: none"> • Increase access to transportation • Increase resources for community health improvement • Assure linkage to care
Community Learning & Planning 2.0	<ul style="list-style-type: none"> • Improve Community livability to address social determinants of health • Protect population from emerging health threats • Improve child safety and well-being
Community Implementation 3.0	<ul style="list-style-type: none"> • Reduce Risky Behaviors • Increase access to dental care • Increase access to mental health care • Improve overall health outcomes
Community Health Status 4.0	<ul style="list-style-type: none"> • Reduce Chronic disease and related health inequities • Reduce communicable disease incidence • Reduce Crime and Injury

The full Community Health Improvement Plan begins on page 124 of the document here:

http://stjohns.floridahealth.gov/programs-and-services/community-health-planning-and-statistics/community-health-assessments/documents/sjc_2017_health_needs_assessment.pdf

Flagler Hospital and its programs plan to continue to support the priorities and strategic objectives identified in this assessment and improvement plan through 2022.

Appendix A – Survey

HOW HEALTHY IS ST. JOHNS COUNTY, FL?

The *St. Johns County Health Leadership Council* needs your help to better understand the **Health** of our community. Please fill out this survey to give us your opinions about the quality of life and health services in St. Johns County, FL. The survey results will be published in a Community Health Assessment (CHA) later this year and drive the Community Health Improvement Plan (CHIP) to optimize the health of all people in St. Johns County, FL.

1. How do you rate your overall health? (Check one selection)

- Excellent Good Fair Poor Don't Know

2. Check up to 3 selections you feel are the most important features of a healthy community:

- | | |
|---|--|
| <input type="checkbox"/> Access to churches/other places of worship | <input type="checkbox"/> Access to social services (including adult/child emergency services) |
| <input type="checkbox"/> Access to healthcare | <input type="checkbox"/> Affordable and/or available housing options(including senior housing) |
| <input type="checkbox"/> Access to parks and recreation | <input type="checkbox"/> Availability of health/wellness facilities |
| <input type="checkbox"/> Access to public transportation | <input type="checkbox"/> Good educational opportunities (including early education) |
| <input type="checkbox"/> Absence of discrimination | <input type="checkbox"/> Good place to raise kids (strong community focus on children) |
| <input type="checkbox"/> Affordable child care | <input type="checkbox"/> Preventative health care (i.e. annual check ups) |
| <input type="checkbox"/> Clean and healthy environment | <input type="checkbox"/> Resources for community emergency services (hurricane, flood, fire) |
| <input type="checkbox"/> Good place to grow old | <input type="checkbox"/> Safe mobility (access to safe walking/cycling paths) |
| <input type="checkbox"/> Good jobs, healthy economy | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Low crime rates/safe neighborhoods | |

3. Check up to 3 health problems that you feel are the most important in St. Johns County:

- | | | |
|---|--|---|
| <input type="checkbox"/> Alzheimer's/Dementia | <input type="checkbox"/> High Blood Pressure | <input type="checkbox"/> Environmental (i.e. wells/drinking water/septic) |
| <input type="checkbox"/> Asthma | <input type="checkbox"/> Heart Disease and Stroke | <input type="checkbox"/> Motor Vehicle Accident Injuries (Driver or Pedestrian) |
| <input type="checkbox"/> Adult Obesity | <input type="checkbox"/> Cancer | <input type="checkbox"/> HIV/AIDS or Sexually Transmitted Diseases |
| <input type="checkbox"/> Childhood Obesity | <input type="checkbox"/> Depression or Anxiety | <input type="checkbox"/> Contagious Diseases (i.e. Flu/Pneumonia/TB, etc.) |
| <input type="checkbox"/> Child Abuse/Neglect | <input type="checkbox"/> Post-Traumatic Stress Disorder | <input type="checkbox"/> Respiratory/Lung Disease (i.e. COPD, Emphysema) |
| <input type="checkbox"/> Elder Abuse/Neglect | <input type="checkbox"/> Severe/Persistent Mental Illness | <input type="checkbox"/> End of Life Care (assisted living, nursing homes, hospice) |
| <input type="checkbox"/> Dental Problems | <input type="checkbox"/> Teen Pregnancy | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Diabetes | <input type="checkbox"/> Addiction (alcohol & other drugs) | |

4. Check up to 3 unhealthy behaviors you are most concerned about in St. Johns County:

- | | | |
|--|--|---|
| <input type="checkbox"/> Adult Alcohol Abuse | <input type="checkbox"/> Adult Drug/Medication Abuse | <input type="checkbox"/> Tobacco Use (i.e. cigarettes, cigars, smokeless tobacco, e-cigarettes) |
| <input type="checkbox"/> Underage Drinking | <input type="checkbox"/> Child Drug/Medication Abuse | <input type="checkbox"/> Not getting shots to prevent disease |
| <input type="checkbox"/> Being Overweight | <input type="checkbox"/> Teen Substance Use | <input type="checkbox"/> Criminal Activity (human trafficking, meth labs, theft, violence) |
| <input type="checkbox"/> Poor Eating Habits | <input type="checkbox"/> Dropping out of school | <input type="checkbox"/> Unlicensed Driving |
| <input type="checkbox"/> Lack of Exercise | <input type="checkbox"/> Rape/Sexual Assault | <input type="checkbox"/> Impaired Driving |
| <input type="checkbox"/> Discrimination | <input type="checkbox"/> Teen Sexual Activity | <input type="checkbox"/> Bullying (including cyberbullying) |
| <input type="checkbox"/> Domestic Violence | <input type="checkbox"/> Unsafe/Unprotected Sex | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Self -Harm | <input type="checkbox"/> Not using Birth Control | |

5. What health care services are difficult to obtain in your community? (Check all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Dental/Oral Care | <input type="checkbox"/> Alternative Therapy (i.e. herbals, acupuncture) |
| <input type="checkbox"/> Vision Care | <input type="checkbox"/> End of Life Care (i.e. assisted living, nursing homes, hospice) |
| <input type="checkbox"/> Lab Work | <input type="checkbox"/> Adult Substance Abuse Services (alcohol & other drugs.) |
| <input type="checkbox"/> Emergency Room Care | <input type="checkbox"/> Child Substance Abuse Services (alcohol & other drugs) |
| <input type="checkbox"/> X-Rays/Mammograms | <input type="checkbox"/> Inpatient Hospital(Medical/Psychiatric) for adults |
| <input type="checkbox"/> Mental Health/Counseling | <input type="checkbox"/> Inpatient Hospital(Medical/Psychiatric) for children |
| <input type="checkbox"/> Support for Caregivers | <input type="checkbox"/> Physical Therapy/Rehabilitative Therapy |
| <input type="checkbox"/> Prescriptions/Medications/Medical Supplies | <input type="checkbox"/> Tele-medicine |
| <input type="checkbox"/> Primary Care (i.e. Family doctor or Walk-In clinic) | <input type="checkbox"/> Veteran's Care |
| <input type="checkbox"/> Preventative Care (i.e. Annual check-ups) | <input type="checkbox"/> None |
| <input type="checkbox"/> Family Planning/Birth Control | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Specialty M.D. Care (i.e. heart doctor) | |

6. What do you feel are barriers for you in getting health care? (Check all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Lack of Transportation | <input type="checkbox"/> Have no regular source of health care |
| <input type="checkbox"/> Can't pay for Doctor/Hospital visits | <input type="checkbox"/> Lack of evening and weekend services |
| <input type="checkbox"/> Can't find Providers that accept my Insurance | <input type="checkbox"/> Long waits for appointments |
| <input type="checkbox"/> Don't know what/where services are available | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> No provider available for the services I need | |

7. How do you rate the quality of health services in St. Johns County?

- Excellent Good Fair Poor Don't Know

If you answered poor or fair, what do you think could be done to improve the quality of health services in St. Johns County? _____

8. When you need to use prescription medications for an illness, do you: *(Check all that apply)*
- Have your prescription filled at drug store/supermarket/mail order
 - Buy Over-the-Counter medicine instead
 - Use leftover medication previously prescribed
 - Get medication from sources outside the country
 - Go without medicine
 - Use family or friends' medication
 - Use herbal remedies instead
 - Go to the hospital Emergency Room
9. How is your health care and your family's health care covered? *(Check all that apply)*
- Health insurance offered by your job or a family members' job
 - Health insurance that you pay for on your own
 - Military Coverage/VA
 - Florida KidCare
 - Other: _____
 - Medicare
 - Medicare Advantage
 - Medicaid
 - I don't have health insurance for myself
 - I don't have health insurance for my family
10. Where would you go if you are sick or need a Medical Professional's advice? *(Check one selection)*
- Your Doctor's Office
 - The local Health Department
 - Azalea Health (Federally Qualified Health Center)
 - Good Samaritan's Wildflower Clinic
 - A Walk-In Clinic in St. Johns County
 - An Urgent Care Center in St. Johns County
 - Hospital Emergency Room in St. Johns County
 - Hospital Emergency Room outside of the County
 - Tele-medicine or internet (i.e. web md, google)
 - Nowhere. I don't have a place to go when I'm sick
 - Other: _____
11. Where would you go if your children/dependents are sick or need a Medical Professional's advice? *(Check one selection)*
- I don't have any children/dependents
 - Their Doctor's Office
 - Azalea Health (Federally Qualified Health Center)
 - Good Samaritan's Wildflower Clinic
 - A Walk-in Clinic in St. Johns County
 - An Urgent Care Center in St. Johns County
 - Hospital Emergency Room in St. Johns County
 - Hospital Emergency Room outside of the County
 - Tele-medicine or internet (i.e. web md, google)
 - Nowhere. We don't have a place to go when we're sick.
 - Other: _____
12. Do you believe that where you live, learn, work and play affects your overall health?
- I strongly agree
 - I agree
 - I neither agree or disagree
 - I disagree
 - I strongly disagree
13. Name of city/town where you live: _____ Zip Code: _____
14. Do you own or rent your home?
- Own
 - Rent
 - Homeless
 - Other arrangements
 - Prefer not to answer
15. How long have you lived in St. Johns County?
- Less than 1 year
 - 1 – 5 years
 - 5 – 10 years
 - 10 – 20 years
 - 20 – 30 years
 - 30 – 40 years
 - All my life
16. Age: Under 18 18 – 25 26 – 39 40 – 54 55 – 64 65 – 74 75+
17. Gender: Female Male
18. Marital Status: Single never married Married/Domestic Partnership Separated Divorced Widowed
19. Race/Ethnicity: Which group do you most identify with? *(Check one selection)*
- Black/African American
 - White/Caucasian
 - Hispanic
 - Asian/Pacific Islander
 - Native American
 - Other - Please describe: _____
20. Education: Please check the highest level completed: *(Check one selection)*
- Elementary/Middle School
 - Some College
 - Trade/Technical/Vocational Training
 - Associate/Bachelor's Degree
 - High School Diploma or GED
 - Graduate/Advanced Degree
21. Employment Status: *(Check one selection)*
- Employed Full-Time
 - Retired
 - Employed Part-Time
 - Homemaker
 - Unemployed
 - Student
 - Self-Employed
 - Other: _____
22. Household Income: *(Check one selection)*
- Less than \$10,000
 - \$10,000 - \$19,999
 - \$20,000 - \$29,000
 - \$30,000 - \$49,999
 - \$50,000 - \$74,999
 - \$75,000 – \$99,999
 - \$100,000 or more
 - Prefer not to answer

**THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY.
YOUR FEEDBACK WILL HELP MAKE ST. JOHNS COUNTY A BETTER PLACE TO LIVE!**