



BON SECOURS HEALTH SYSTEM

# Community Health Needs Assessment

## **Bon Secours DePaul Medical Center**

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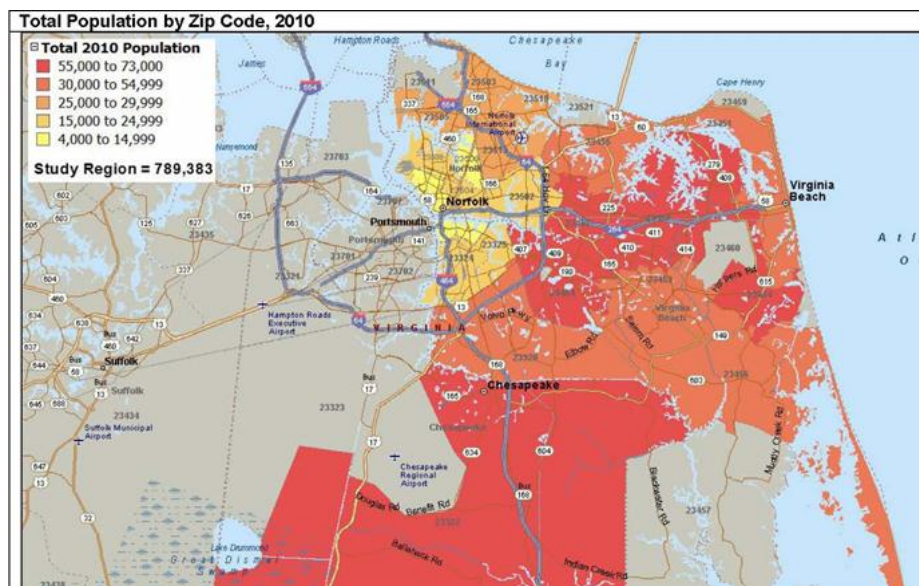


## EXECUTIVE SUMMARY

Bon Secours DePaul Medical Center (DePaul Medical Center) is a 204-bed not-for-profit, acute care facility licensed in the state of Virginia and serving approximately 830,000 residents in Chesapeake, Norfolk, and Virginia Beach.

DePaul Medical Center is part of the Bon Secours Health System, Inc., whose Mission is to “bring compassion to healthcare and to be good help to those in need, especially those who are poor and dying.” With this mission in mind, DePaul Medical Center commissioned Community Health Solutions to conduct a community health needs survey in late 2011, early 2012.

The survey and this assessment focuses on the DePaul Medical Center service area of 24 zip codes, most of which fall within the cities of Norfolk, Virginia Beach, and Chesapeake. The study region is shown in the map below.





The results include two primary components: (1) a 'community insight profile', based on qualitative analysis of a study of community stakeholders with a knowledge of public health, the broad interests of the communities we serve, individuals with special knowledge of the medically underserved, as well as vulnerable populations and people with chronic diseases; and (2) a 'community indicator profile' based on quantitative analysis of community health status indicators. This Executive Summary outlines major findings and details are provided in the body of the report.

The survey determined the top fifteen (15) health needs of our service area. DePaul Medical Center, then, met with Dr. Demetria Lindsay, director of the Norfolk Public Health, for further input and amended the list to include Sexually Transmitted Diseases.

<b>Bon Secours DePaul Medical Center Community Health Needs Survey</b>	
<b>Top Needs Identified</b>	
Childhood Obesity	
Adult Obesity	
Cancer	
Diabetes	
Mental Illness	
Asthma	
Heart Disease & Stroke	
Prenatal & Pregnancy Care	
Tobacco Use	
Dental Care/Oral Health	
Teen Pregnancy	
Alcohol Use	
Alzheimer's Disease	
Arthritis	
Domestic Violence	
Sexually Transmitted Diseases	
<i>Source: A Community Health Needs Survey, February 2012</i>	



A small group of leaders from DePaul Medical Center met to establish criteria to evaluate each need. Using the information from CHS, the interview with Dr. Lindsay, and the criteria, the group identified six priorities for DePaul Medical Center.

<b>Bon Secours DePaul Medical Center Community Health Needs Survey</b>	
<b>Top Needs/Gaps Selected</b>	
<b>Need</b>	
Childhood & Adult Obesity	
Cancer	
Heart Disease & Stroke	
Prenatal & Pregnancy Care	
Primary Healthcare	
Specialty Medical Care (e.g. cardiologists, oncologists, etc.)	

Furthermore, community wide resources are identified in Section V that can/may assist in addressing the health needs of our community. We have worked and will continue to work with many of these health facilities and organizations to develop plans and programs to improve the health of our community.

If you would like additional information on this Community Health Needs Assessment please contact our Senior Vice President of Mission, Pamela Phillips, at 757.889.5120.





## **SECTION I**

### **BON SECOURS FACILITY DESCRIPTION AND VISION**

#### **History of Bon Secours DePaul Medical Center**

DePaul has served the Hampton Roads region for nearly 160 years. The Hospital of St. Vincent de Paul, Norfolk's first public hospital, was incorporated by the Virginia Legislature on March 3, 1856. The eight-room hospital served 100 patients in its first year. As the Daughters of Charity's mission expanded, they added a clinic for the poor in 1892 and started a training school for nurses in 1893. In 1899, a fire nearly destroyed the hospital that had grown to 150 rooms; however, the hospital continued to operate out of other buildings and undamaged wings until the rebuilt, larger hospital opened in 1901.

The 1960s were years of significant technological and medical advances in inpatient care, diagnoses, and treatment. During this period, DePaul Hospital recorded many medical achievements. The area's first intensive care and coronary units opened at the hospital in the early 1960's. The first microvascular flap in the United States was performed at DePaul Hospital and it was the setting for the Hampton Roads area's first ankle replacement. By the 1970's, DePaul Hospital had established itself as a state-of-the-art 366-bed full-service hospital, providing a comprehensive array of inpatient and ambulatory diagnostic and treatment services.

Throughout its long history, DePaul Hospital maintained a strong commitment of meeting the needs of patients from throughout the region. However, changing demographic patterns, coupled with significant changes in the delivery and reimbursement of healthcare services, have resulted in critical challenges for the hospital.



In the 1990's, it became increasingly evident that, in order to function as a competitive healthcare provider, DePaul Hospital had to develop programs and services that responded to the challenges of a changing healthcare delivery system. It was also evident that, as a freestanding community hospital, DePaul lacked the resources necessary to effectively respond to these challenges. Accordingly, DePaul Hospital considered affiliations with a variety of established healthcare systems, and, effective November 1, 1996, was transferred from the Daughters of Charity National Health System-Southeast to Bon Secours Health System, Inc.. With the transfer, the facility was renamed Bon Secours DePaul Medical Center.

Since 1996, DePaul Medical Center has served as an important anchor in the Bon Secours network of healthcare providers and continues to provide a full array of inpatient and appropriate ambulatory diagnostic and treatment services at its facility in Norfolk.

DePaul Medical Center is a 204-bed not-for-profit, acute care facility licensed in the state of Virginia and serving approximately 830,000 residents mostly originating from the cities of Norfolk, Virginia Beach, and Chesapeake. DePaul Medical Center provides a comprehensive array of inpatient and outpatient services, including, but not limited to, surgical services (including bariatric and musculoskeletal), neurosciences (neurology and neurosurgery), comprehensive women's services (including obstetrics, neonatal intermediate nursery, gynecology, gynecologic oncology, and minimally-invasive gynecology), cardiovascular and thoracic care, medical and surgical oncology, orthopedics, and skilled nursing services. In addition, DePaul Medical Center works with sister facilities Bon Secours Maryview Medical Center, in Portsmouth, and Bon Secours Mary Immaculate Hospital, in Newport News, to support highly complex surgical specialties such as open heart surgery through the Bon Secours Heart & Vascular



Institute, colorectal surgery, and behavioral medicine. Advanced diagnostic and imaging services at DePaul Medical Center include, but are not limited to, MRI, CT, mobile PET/CT services, diagnostic radiology, fluoroscopy, angiography, ultrasound, nuclear medicine, digital mammography, cardiac diagnostics, and EKG. DePaul Medical Center operates an advanced interventional neuro-endovascular laboratory as well as a state-of-the-art cardiac catheterization laboratory.

### **Bon Secours Hampton Roads Vision**

As part of the Bon Secours Virginia Health System, DePaul Medical Center and sister facilities across Virginia seek to be the top tier healthcare system in the Mid-Atlantic, recognized for high quality medical staffs, clinical program strength, outstanding service to the community, and as the region's employer of choice.

DePaul Medical Center is committed to serving the needs of its community with exceptional, personalized care. DePaul Medical Center and its leadership are constantly reviewing opportunities to serve Hampton Roads better.

DePaul Medical Center has been certified as a Primary Stroke Center by The Joint Commission and received Blue Distinction from Anthem Blue Cross Blue Shield for joint replacement and spine surgery. DePaul Medical Center is also accredited by the American College of Radiology for CT Scanning and Ultrasound. The Commission on Cancer of the American College of Surgeons awarded a three-year re-accreditation to DePaul Medical Center's cancer program as a Community Hospital Cancer Program with commendation. In addition, DePaul Medical Center, along with our other Bon Secours Hospitals, was recognized with a Practice Greenhealth Partner for Change Award with distinction for its commitment to improve green efforts.





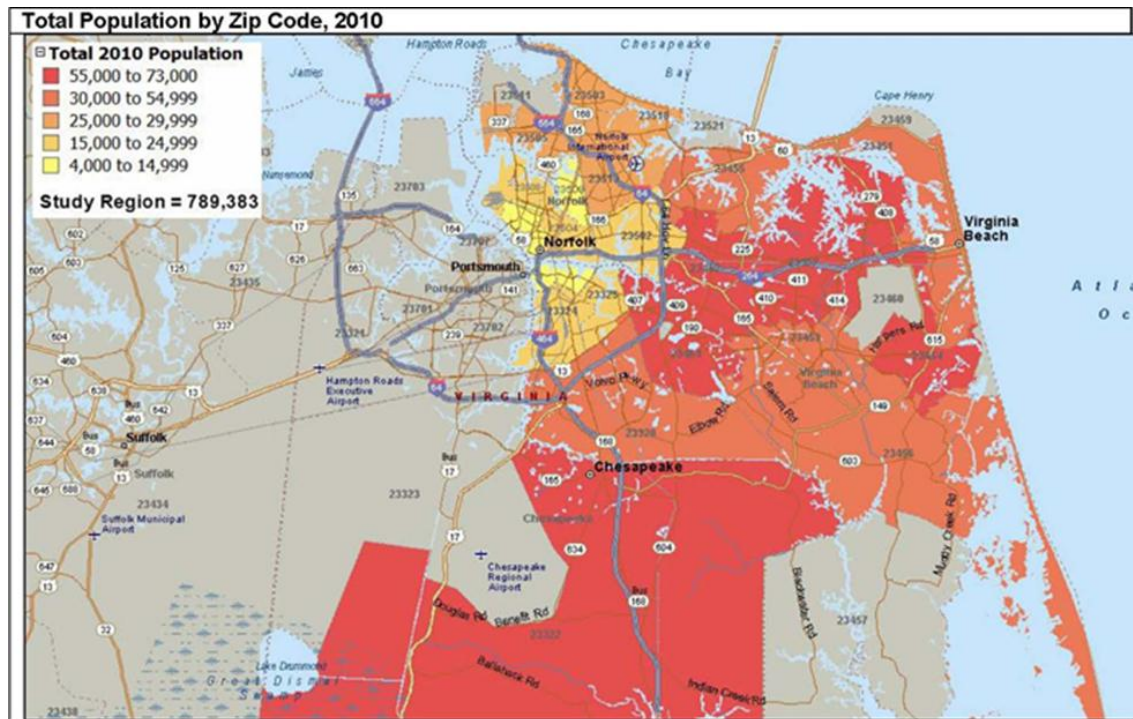
### **DePaul Medical Center Vision**

DePaul Medical Center is committed to serving the community with exceptional, personalized care. We are constantly reviewing opportunities to serve Hampton Roads better and are preparing for the future, with extensive renovations underway.

Preparing for the future, a new 105,000 square foot, four-story medical office building, which will be located on the DePaul Medical Center campus, will be home to specialists and primary care physician practices. At the core of the facility will be a comprehensive cancer center, which will place state-of-the-art technology in the hands of cancer experts, enabling them to address the unique needs of those battling cancer. Other recent additions include a daVinciSI surgical robotic system, a new neuroscience intensive care unit, a neuroendovascular laboratory, two new operating rooms, Hampton Roads' first low-dose 64-slice computerized tomography scanner, a state-of-the-art robotic surgical system for the minimally invasive surgery program, renovations throughout our patient care units, as well as recruitment of numerous physician experts.

### **DePaul Medical Center Service Area and Population Served**

The assessment focuses on the traditional primary and secondary services areas from which patients at DePaul Medical Center typically originate. This area comprises twenty-four (24) zip codes, all of which fall within the cities of Norfolk, Virginia Beach, and Chesapeake. The study region is shown in the map below.



This area generally encompasses 820,000 residents. More specifically, for its most recent fiscal year 2012, DePaul Medical Center's actual patient population originated mostly from Norfolk, followed by Virginia Beach and Chesapeake, as presented in the following table.

Bon Secours DePaul Medical Center		
All Inpatient Origin - FY2012		
City	Discharges	% of Total
Norfolk	4,956	68.3%
Virginia Beach	970	13.4%
Chesapeake	435	6.0%
Other Southside Hampton Roads	309	4.3%
Other	586	8.1%



Interestingly, when compared to FY2011 patient origin, this data shows a notable shift in the past year - patients originating from the cities of Virginia Beach and Chesapeake combined have increased by 15.8%, a testament to DePaul Medical Center's role as a regional provider of care.



## **SECTION II**

### **DESCRIPTION OF PROCESS AND METHODS USED TO CONDUCT THE ASSESSMENT**

As part of the 2010 Patient Protection and Affordable Care Act (PPACA), all hospitals need to conduct a community health needs assessment at least every three years. In response, Bon Secours facilities in Virginia, including DePaul Medical Center, determined to undertake such a survey in late 2011.

A variety of options were considered and Bon Secours elected to conduct a survey of key stakeholders to determine key needs in the community. In late 2011, DePaul Medical Center contracted with Community Health Solutions (CHS) to conduct an online community health needs survey, coupled with a comprehensive analysis of publicly available demographic and epidemiological data.

CHS is a research and consulting firm based in Richmond, Virginia, with extensive experience in the healthcare industry. The firm has been operating for more than a decade and specializes in research, training, and consulting support to hundreds of clients from just about every sector with an interest in improving health and healthcare. For more information about CHS, please refer to Appendix A.

Specifically for Bon Secours, CHS developed a 'Community Health Indicator Profile' and standard maps for the hospital service region, using data from multiple sources including the Virginia Department of Health, Virginia Health Information, Inc., and commercial data vendors. In addition, an electronic survey was developed, administered, and analyzed for a list of community stakeholders developed by DePaul Medical Center and its leaders. A detailed list of the 56 key stakeholders is provided in Appendix B.



The survey was conducted in late 2011 and early 2012 and final reports were provided to DePaul Medical Center in February 2012. The survey participants were asked to provide their viewpoints on important health concerns in the community; significant service gaps in the community; and ideas for addressing health concerns and service gaps. Stakeholders surveyed included individuals who have special knowledge and expertise in public health, including the director of Norfolk Public Health, the executive director of Norfolk Community Services Board, the director of Norfolk Department of Human Services, as well as the deans of Old Dominion University and Eastern Virginia Medical School. In addition, DePaul Medical Center also surveyed representatives of medically underserved, minority populations, and those with chronic diseases, including Access Partnership, the Urban League, the American Red Cross, the Salvation Army, the United Way, Catholic Charities of Eastern Virginia, the Consortium for Infant and Child Health, Jewish Family Services, and many area churches.

Thirty-nine percent (39%) of those asked to take the survey responded. The respondents identified almost two dozen important health problems such as obesity, chronic illness, mental illness, prenatal and pregnancy care, tobacco use and more. The respondents also reported more than two dozen specific community services in need of strengthening. Commonly identified services included social services, dental care/oral health services, health coverage, and school health.

In addition, DePaul Medical Center leaders met with the director of Norfolk Public Health, Dr. Demetria Lindsay, to review the key findings from the survey and seek additional input.



**SECTION III****IDENTIFIED HEALTH NEEDS**

Survey respondents were asked to review a list of common community health issues. The list draws from the topics in *Healthy People 2010*, with some refinements. The survey asked respondents to identify what they view as important health concerns in the community. The following table presents the health concerns most frequently mentioned.

<b>Bon Secours DePaul Medical Center Community Health Needs Survey</b>	
<b>Top Needs Identified</b>	
Childhood Obesity	
Adult Obesity	
Cancer	
Diabetes	
Mental Illness	
Asthma	
Heart Disease & Stroke	
Prenatal & Pregnancy Care	
Tobacco Use	
Dental Care/Oral Health	
Teen Pregnancy	
Alcohol Use	
Alzheimer's Disease	
Arthritis	
Domestic Violence	
<i>Source: A Community Health Needs Survey, February 2012</i>	



While respondents identified the key areas of concerns, some included comments, such as, *“All of these are important health programs.”* and *“These are ALL important health problems for our community.”*

As a second part of the survey, respondents were asked to identify from the list any services they think need strengthening in terms of availability, access, or quality. The following table presents the top fifteen (15) service gaps identified by respondents.

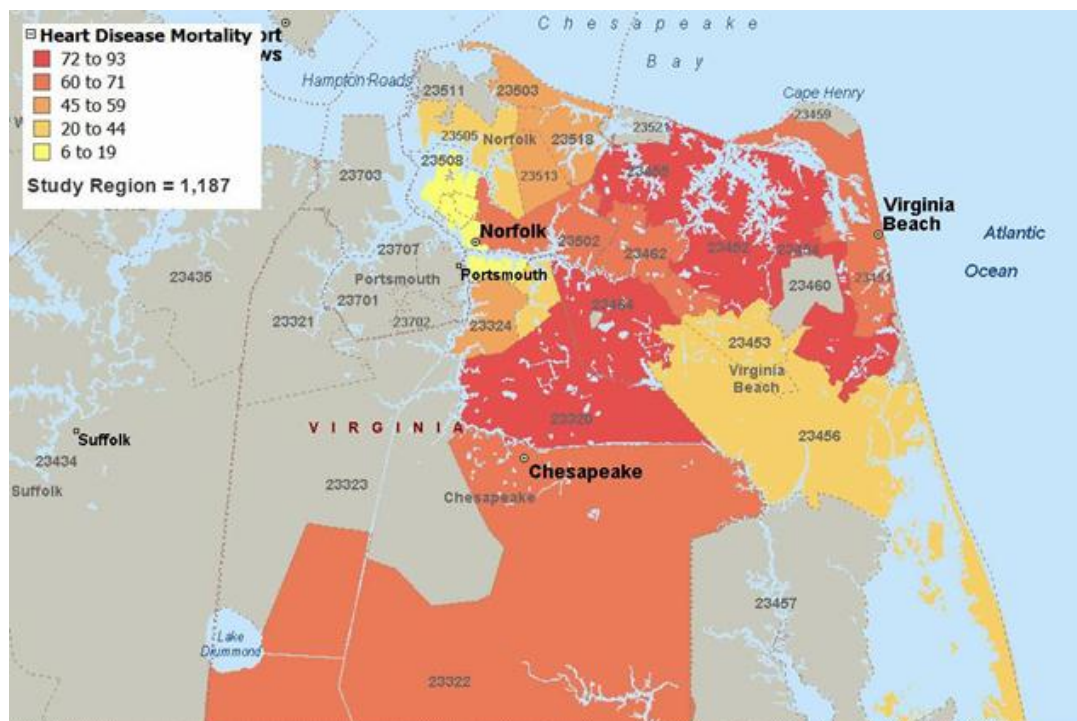
<b>Bon Secours DePaul Medical Center Community Health Needs Survey</b>	
<b>Important Community Service Gaps Identified</b>	
Social Services	
Dental Care/Oral Health	
Healthcare Coverage	
School Health	
Public Health	
Transportation	
Advocacy for Mental Health	
Early Detection & Screening	
Health Education	
Patient Self Management ( e.g. nutrition, exercise, meds)	
Pharmacy Services	
Primary Healthcare	
Food Safety Net/Basic Needs	
Maternal, Infant & Child Care	
Specialty Medical Care (e.g. cardiologists, oncologists, etc.)	
<i>Source: A Community Health Needs Survey, February 2012</i>	

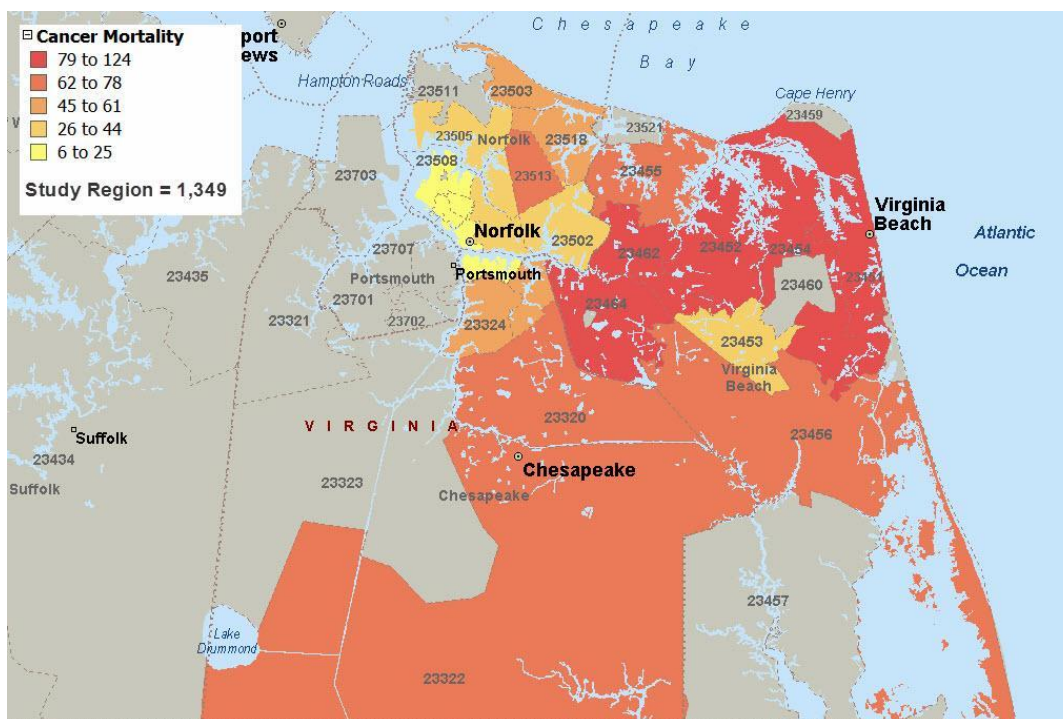
Interestingly, many echoed the difficulties uninsured or underinsured patients often face when trying to access specialty care. A respondent stated that *“Referral to specialty*



care is a big concern for providing comprehensive care to the uninsured population.” Again, another respondent mentioned that “There is need for specialty care for the uninsured in Hampton Roads. The Richmond Academy of Medicine created a consortium of 800 + volunteer physicians to see the uninsured. It has been operational for greater than 3 years. Hampton Roads needs physician leadership to organize a like program.”

Supporting this identified gap are the relatively high mortality levels for certain conditions treated by medical specialists, such as cardiac disease and cancer. Those are presented in the following tables.

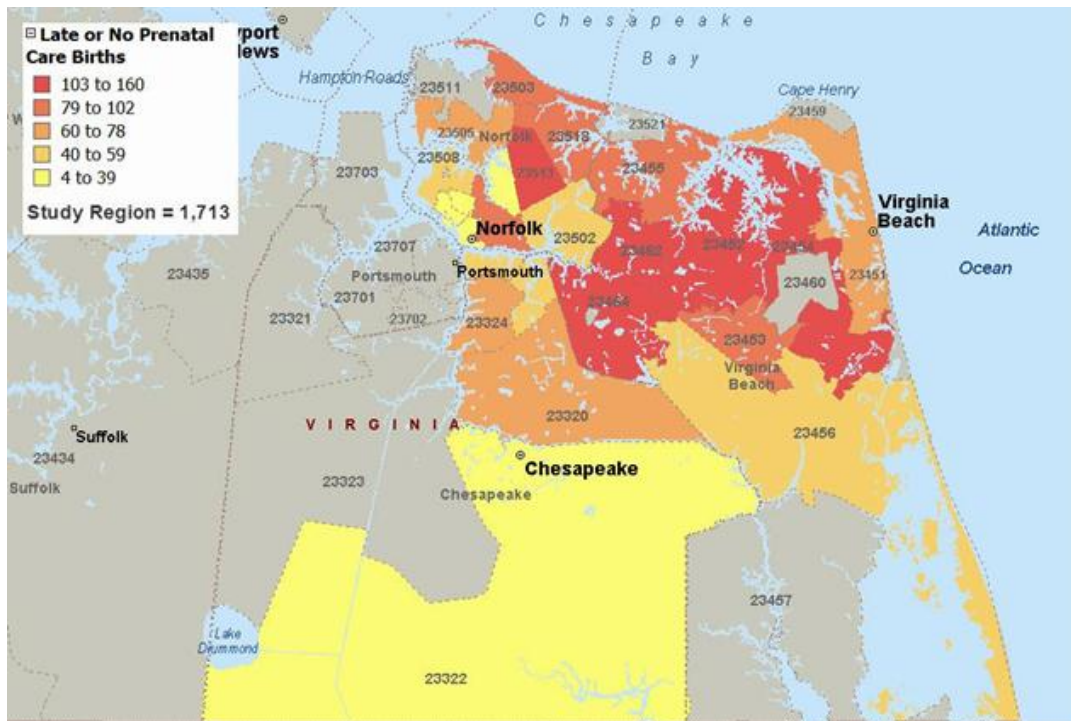




Other respondents reinforced the importance of preventative care. For example, one stated *“Be advocates of preventative healthcare for the poor. Often this group is not invested in for preventative healthcare and face greater health disparities because of this. Advocating access/availability to healthcare, proper education, and proper nutrition should be an initiative and will provide better long-term outcomes for the patient and community.”* Another respondent said that *“Comprehensive, patient and family-centered approaches that address nutrition, transportation, holistic care, health literacy and health education need to undergird any specific healthcare initiative.”*

Evidence in support of that need, in part, is the relatively high level of area residents who receive late or no prenatal care in the service area.

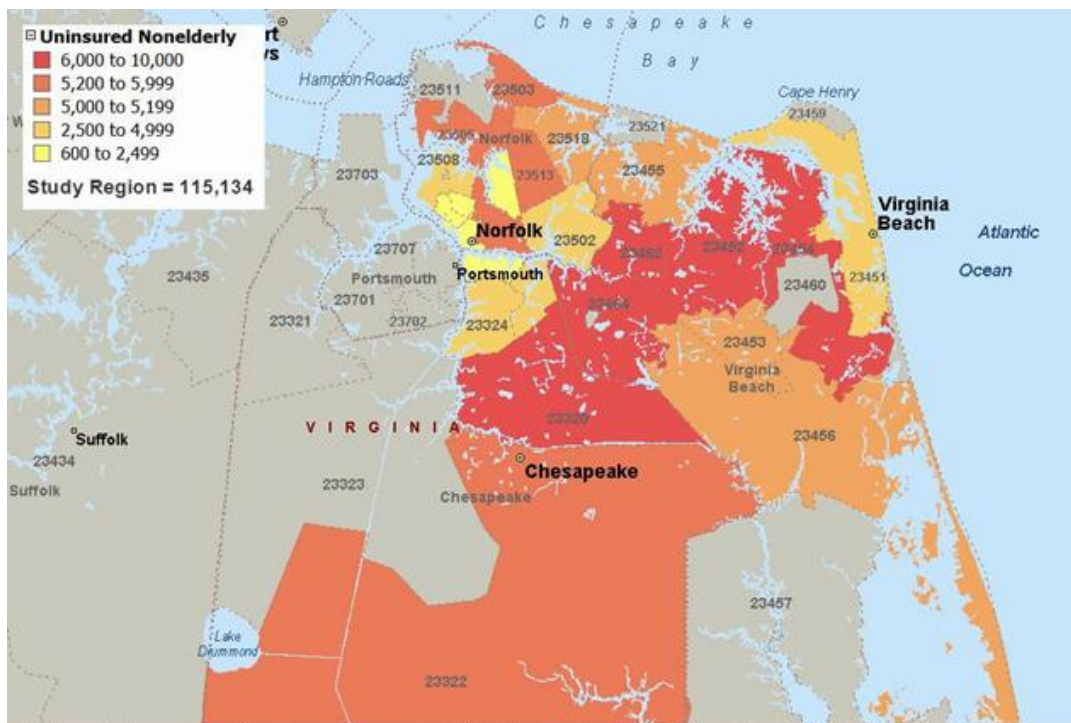




Finally, respondents also identified the lack of access to preventative care that poor and/or uninsured residents typically face and offered some solutions to help in part address this gap: *“Mobile healthcare units might encourage people in neighborhoods to come see the healthcare professionals.”*

The following table graphically represents the density of those living below the poverty guideline in the service area.







## **SECTION IV**

### **PRIORITY NEEDS**

DePaul Medical Center convened a small group of leaders to review the list of key needs and gaps identified. In order to prioritize the needs, DePaul Medical Center identified criteria against which to evaluate each need.

Six preliminary criteria were used to evaluate the findings. Those included:

- Fit with the Bon Secours Mission and Strategic Quality Plan
- High morbidity/mortality/negative outcome caused by need
- Service/Support for need is available within Bon Secours
- Service/Support for need is already available in the region, outside of Bon Secours
- Strong partners are available to address this need
- Need is present in more than one region in Hampton Roads

To gather input from health department officials, CHS developed a matrix based on the survey results. DePaul Medical Center met with Dr. Demetria Lindsay, director of Norfolk Public Health, to score each top healthcare need identified against each criterion and to get her feedback. Each criterion was scored on a 3-point scale based on the level of impact it would have on the criterion, whereby 1 would mean a low impact and 3 would represent a high impact. The higher the score, the more highly the need would be prioritized. It is important to note that Dr. Lindsay believed that regardless of the top needs identified, she felt strongly that sexually-transmitted diseases needed to be included in the list, even though it did not make the top fifteen (15). A copy of Dr. Lindsay's completed evaluation matrix is presented in Appendix C.



Following the meeting with Dr. Lindsay, the list was amended to include Sexually Transmitted Diseases.

<b>Bon Secours DePaul Medical Center Community Health Needs Survey</b>	
<b>Top Needs Identified</b>	
Childhood Obesity	
Adult Obesity	
Cancer	
Diabetes	
Mental Illness	
Asthma	
Heart Disease & Stroke	
Prenatal & Pregnancy Care	
Tobacco Use	
Dental Care/Oral Health	
Teen Pregnancy	
Alcohol Use	
Alzheimer's Disease	
Arthritis	
Domestic Violence	
Sexually Transmitted Diseases	
<i>Source: A Community Health Needs Survey, February 2012</i>	

Using the information received from CHS and Norfolk Public Health, the group met to evaluate each of the needs using the criteria listed above to identify the six priorities DePaul Medical Center will address in the Implementation Plan for FY14 – 16.

As a result, the following key health needs were identified as priorities for DePaul Medical Center to work on during the coming years.



<b>Bon Secours DePaul Medical Center Community Health Needs Survey</b>	
<b>Top Needs/Gaps Selected</b>	
<b>Need</b>	
Childhood & Adult Obesity	
Cancer	
Heart Disease & Stroke	
Prenatal & Pregnancy Care	
Primary Healthcare	
Specialty Medical Care (e.g. cardiologists, oncologists, etc.)	

Although DePaul Medical Center recognizes the importance of all the needs identified by the community, resources are limited within the organization to prioritize these specific needs. There are other providers and organizations in the community addressing the needs of mental illness and asthma with specialized programs and services and it would result in duplication of services if DePaul Medical Center were to address the needs. DePaul Medical Center is prepared to collaborate or assist with these efforts.

DePaul Medical Center currently provides comprehensive programming for one of the needs identified in the survey, but not included in the implementation plan. Although diabetes was identified in the top fifteen (15) needs, DePaul Medical Center has a comprehensive diabetes plan in place. Diabetes programming includes weekly education sessions covering understanding diabetes, nutrition, foot care, exercise, and medication. In addition, there are several facilities in the Hampton Roads region that specialize in treating mental illness, including Bon Secours Maryview Medical Center's Behavioral Medicine Center.



## **SECTION V**

### **DESCRIPTION OF EXISTING HEALTHCARE FACILITIES AND OTHER RESOURCES AVAILABLE WITHIN COMMUNITY SERVED TO MEET NEEDS IDENTIFIED**

The Bon Secours Hampton Roads website contains a wealth of general medical information, information, on-line free risk assessments, a free personal health record, direct links to community resources, and information about the services offered at Bon Secours. The website can be accessed at [www.bshr.com](http://www.bshr.com).

The DePaul Medical Center service area encompasses a medical school and numerous colleges/universities where healthcare training occurs:

- Eastern Virginia Medical School (EVMS);
- Old Dominion University;
- Norfolk State University; and,
- Tidewater Community College.

Many other academic institutions offer more specialized programs.

The DePaul service area encompasses the following hospitals and ambulatory health campuses:

- Norfolk:
  - Sentara Norfolk General Hospital
  - Sentara Leigh Hospital
  - Children's Hospital of the King's Daughters
  - Barry Robinson Center (residential psychiatric care for children and adolescents)
  - Lake Taylor Hospital (long term acute and residential care)





- Virginia Beach:
  - Sentara Virginia Beach General Hospital
  - Sentara Princess Anne Hospital (in partnership with DePaul Medical Center)
  - Sentara Independence
  - Virginia Beach Psychiatric Center
- Chesapeake
  - Chesapeake Regional Medical Center
  - Sentara Greenbrier Healthplex

The service area is also home to a number of free or sliding fee community health clinics, including:

- Hampton Roads Community Health Center (a FQHC), which includes:
  - Park Place Medical Center, in Norfolk
  - Ocean View Medical Center, in Norfolk
- Norfolk Community Health Center, in Norfolk
- Beach Health Clinic, in Virginia Beach; and
- Chesapeake Free Clinic, in Chesapeake.

In addition, the area encompasses a large number of ambulatory surgery centers, nursing care centers, assisted living residences, urgent care centers, physician offices, imaging centers, physical therapy clinics, home care and senior care providers, as well as numerous other healthcare providers.

Unique to the Hampton Roads area is the large active duty and retired military population in the market. As a result, numerous military-based healthcare resources (military treatment facilities) also exist to serve active duty, reservists, or retirees. Those include:

- Portsmouth Naval Medical Center, in Portsmouth
- Veteran's Administration (VA) Medical Center, in Hampton



- Medical clinics at the major bases in the service area, include:
  - Norfolk Naval Station, in Norfolk;
  - Little Creek Amphibious Base, in Virginia Beach; and,
  - Naval Air Station Oceana, in Virginia Beach.

DePaul Medical Center works collaboratively with many of the existing providers for a number of community initiatives. For example, all health systems participate with Access Partnership. In addition, Bon Secours actively partners with the Department of Defense and offers veterans and their treating providers (military or within Bon Secours) a unique link through the Virtual Lifetime Electronic Record (VLER) initiative, Catholic Charities of Eastern Virginia for the Life Coach program, and many others. DePaul Medical Center will continue these and develop, as appropriate, new partnerships to best meet community needs.

#### Resources to Address Childhood /Adult Obesity

Internally, Bon Secours has extensive resources to address both childhood and adult obesity. Bon Secours Virginia has developed a comprehensive childhood obesity curriculum through its *Movin' Mania* program, an initiative to help improve the health and wellbeing of Virginia's kids. *Movin' Mania* aims to inspire kids to do the things they should be doing – growing, imagining, learning, and enjoying healthy, happy, active lives. The program has at its core a partnership between healthcare providers, educators, businesses, government leaders and families to influence the eating and exercise choices for elementary and middle school children. The program, currently operational in Richmond, will be expanded to the Hampton Roads region over the next several months, initially targeting the Pretty Lake area of Norfolk, a neighborhood where DePaul Medical Center has established a comprehensive *Healthy Communities* initiative. For more information, please visit the website at [www.movinmania.com](http://www.movinmania.com).



In addition, as part of this same *Healthy Communities* initiative, DePaul developed, in partnership with the community, the *Passport to Health* initiative, a nutrition-based program for families. The *Passport to Health* initiative is following eight to ten families in the Pretty Lake area of Norfolk in improving their health through nutrition and exercise counseling. The program began May 30, 2013, with comprehensive screenings. A “readiness to change” assessment was given to each family prior to enrollment in the program. Regular follow-up are provided to gauge success and allow for adjustments to individual plans.

Finally, Bon Secours also offers the Heart-E-Heart program to area schools. This program consists of kits for different age groups with lessons centering on colorful characters illustrating the do’s and don’ts of nutrition and exercise through the use of stories, songs, activities and more.

Resources to address adult obesity are also diverse within DePaul Medical Center. The hospital offers comprehensive options for weight loss for adults – nutritionally-based, behaviorally-based, activity-based, surgically-based, and culturally-based. Our programs are the only ones that don’t charge a program fee in the entire area. For more information on the program, visit the website at [www.bonsecoursweightlossinstitute.com](http://www.bonsecoursweightlossinstitute.com).

In addition, the *Let’s Get Real* (LGR) program was designed to address specific needs of the African-American community. LGR is unique to this community and is designed to embrace the attitudes, values and beliefs of African-Americans. Lifestyle changes presented by program staff are both enjoyable and effective. The culturally appropriate components consist of:

- Cookin’ Light - A healthier approach to traditional soul food and fast food diets that tend to have too much fat and sodium.



- Rhythm of Life - An aerobic workout that weaves African dance movements and music into an exciting aerobic workout.
- Check Yourself - Health screenings are used to assess risk for heart disease.
- The Tree of Life - Educates participants about the link between heredity, family culture and heart disease.

Partnerships with churches, the Alpha Kappa Alpha sorority, healthcare professionals and community leaders are raising health awareness through improved nutritional and exercise habits. Since its inception in the Western Tidewater region, LGR has expanded to be inclusive of the general community and offers a greater array of exercise components such as Zumba, line dancing, yoga, etc.

Finally, DePaul Medical Center continues to work with numerous organizations that promote weight loss and offer tools – many free of charge – such as Weight Watchers and the American Heart Association’s walking programs.

#### Resources to Address Cancer

National statistics are startling - one (1) out of every three (3) persons will be touched by cancer - either as patient, a caregiver, or a patient’s loved one. In addition, cancer is second to heart disease as a leading cause of death in the United States. As a result, DePaul Medical Center offers area residents a progressive, comprehensive cancer program, built upon spiritual values, offering high quality care at convenient locations throughout the Hampton Roads region.



Bon Secours and DePaul Medical Center have been long time partners of the American Cancer Society in Hampton Roads. Partnership with the American Cancer Society includes a variety of programs such as “I Can Cope”, an education program for people facing cancer; “Look Better... Feel Better”, a program that teaches female cancer patients techniques to help restore their appearance and “Reach to Recovery”, a program for patients dealing with breast cancer. In addition, DePaul strives to raise awareness of cancer disease, prevention and treatment through sponsorships and fundraising in support of the American Cancer Society’s Relay for Life, the Susan G. Komen’s Race for the Cure, and others.

Additional information about area cancer resources can be accessed at [www.cancer.org](http://www.cancer.org).

### Resources to Address Heart Disease and Stroke

One (1) of every four (4) deaths in the United States stems from heart disease. In fact, heart disease is the leading cause of death for both men and women. And every year, half a million Americans have their first heart attack. Heart disease is the No. 1 killer of women and is more deadly than all forms of cancer combined. With high mortality statistics from heart disease in the region, Bon Secours and DePaul Medical Center are focusing significant efforts on education, prevention and treatment (and even reversal) of heart disease.

The symptoms of heart disease can be different in women and men, and are often misunderstood. Hispanic women are likely to develop heart disease ten (10) years earlier than Caucasian women. Cardiovascular disease is the leading cause of death for African American women. Thus, since heart disease is different in men and women, Bon





Secours and DePaul Medical Center have developed customized specific educational, awareness, and outreach efforts.

Bon Secours and DePaul Medical Center have been long time partners of the American Heart Association (AHA) in Hampton Roads. This partnership involves raising awareness, supporting community outreach efforts, and helping raise funds for the AHA. Specifically, our partnership includes partnering with the AHA to launch the *High Blood Pressure Program* (formerly Get to Goal) in Hampton Roads, currently offered at two Norfolk locations - First Lutheran Church Norfolk, and Norfolk State University. Our partnership also encompasses *Go Red for Women* to promote awareness about women and heart disease. Bon Secours and DePaul Medical Center are also the leaders in the Heart Walks of Hampton Roads, held in Virginia Beach and Newport News each year.

DePaul Medical Center also has a comprehensive community outreach program for heart disease through its *HeartAware* screening program. The free screenings help participants assess and identify their potential risk for heart disease and any other health concerns. Many of those screenings also include CPR training and participants receive the American Heart Association's CPR Anytime kits.

In addition, the *Let's Get Real* (LGR) program is designed to address specific needs of the African-American community. LGR is unique to this community and is designed to embrace the attitudes, values and beliefs of African-Americans. Lifestyle changes presented by program staff are both enjoyable and effective. The culturally appropriate components consist of:

- Cookin' Light - A healthier approach to traditional soul food and fast food diets that tend to have too much fat and sodium.



- Rhythm of Life - An aerobic workout that weaves African dance movements and music into an exciting aerobic workout.
- Check Yourself - Health screenings are used to assess risk for heart disease.
- The Tree of Life - Educates participants about the link between heredity, family culture and heart disease.

Partnerships with churches, the Alpha Kappa Alpha sorority, healthcare professionals and community leaders are raising health awareness through improved nutritional and exercise habits, and LGR is making a real difference toward creating a healthier community.

DePaul Medical Center is an accredited Primary Stroke Center and recently received the American Heart Association's Get With The Guidelines-Stroke Silver Plus Quality Award.

Additional information about cardiovascular disease and stroke can be accessed at [www.heart.org](http://www.heart.org).

#### Resources to Address Prenatal & Pregnancy Care

As part of DePaul Medical Center's ongoing community educational and outreach efforts, prospective and new parents, grandparents and even siblings can benefit from the extensive catalog of educational classes offered through the *Love and Learn* program. Bon Secours' *Love and Learn* offers more classes for pregnancy, birth and parenting than any other health system in Virginia. Bon Secours is committed to making sure that parents, grandparents and siblings have all the information they need to be successful in their new role. Whether it is birthing options, yoga, Pilates, decorating a nursery or baby-proofing the home, Bon Secours and DePaul Medical Center offer classes at many



convenient locations throughout Hampton Roads. The majority of classes are free of charge and everyone is invited to attend.

Parents who register to deliver their baby at a Bon Secours facility can also join the free Bon Secours Baby Club, offering membership discounts for many classes, coupons for area merchants, pregnancy and newborn milestone educational emails, rapid admission, CarePages™, and more.

For more information on Bon Secours' *Love and Learn* program and the DePaul Medical Center Baby Club, visit [www.bonsecoursloveandlearn.com/hamptonroads](http://www.bonsecoursloveandlearn.com/hamptonroads).

### Resources to Address Primary Healthcare

DePaul Medical Center has a strong commitment to primary care, which consists of educational programs, in-kind services, mobile services, physician practices, patient-centered medical home practices, and partnerships with primary healthcare providers in the community. In Norfolk, DePaul Medical Center partners with the Hampton Roads Community Health Center to offer free lab services to the clinic. DePaul also works collaboratively with staff in a number of initiatives impacting the Norfolk community.

Bon Secours operates a mobile primary care service known as the Bon Secours Care-a-Van (CAV). The CAV is a free mobile medical service that provides general medical care to uninsured adults and children in the Hampton Roads communities. Partnering with churches and community centers, the CAV currently visits communities with the greatest need in Norfolk, Portsmouth, Suffolk, and Newport News.



Often, an uninsured person may wait to access care until their health gets to an emergency level. CAV services are designed to provide medical care in a timely manner to those who need it. Services include routine examinations and treatment of chronic acute illnesses.

The CAV also offers sports physicals, children's health insurance enrollment, and health education services. Medical conditions that are beyond the team's scope of care are referred to another care setting.

In addition, through its *Family Focus* program, Bon Secours and DePaul Medical Center offer extensive programming for at-risk parents and children. *Family Focus* provides an array of services to families, which include parent education classes, support groups for parents and caregivers, the AI's Pals preschool program and parent-child interactive learning groups. Additional programs are available for Hispanic parents.

Three main goals direct all of the *Family Focus* programs and activities:

- To reduce parent isolation by increasing parent-to-parent support and linking families to valuable community resources;
- To increase parents' knowledge of childhood behaviors and development through education;
- To promote positive nurturing parenting practices.

Through the Bon Secours Medical Group, DePaul Medical Center also operates a number of primary care practices – some are patient-centered medical home (PCMH) certified – in the Norfolk and Virginia Beach area.



In Norfolk, the practices include:

- Amelia Medical Associates;
- DePaul Medical Associates; and,
- Ghent Family Practice and Internal Medicine.

In Virginia Beach, the practices include:

- Bon Secours Medical Associates at Virginia Beach;
- Norma Oller-Magpoc, MD, PC;
- Patient Choice – Oceana;, and
- Saghana B. Chakraborty, MD, PC.

And once again, consistent with the well-established policies of Bon Secours, primary care services at DePaul Medical Center are provided to all patients without regard to payor source or inability to pay for services.

#### Resources to Address Specialty Healthcare

DePaul Medical Center also has a strong commitment to specialty care services, especially in those areas with high mortality data. The commitment consists of educational programs, in-kind services, mobile services, physician practices, and partnerships with other healthcare providers in the community.

Through the Bon Secours Medical Group, DePaul Medical Center also operates a number of specialty practices in the Norfolk and Virginia Beach area.

The practices include:

- Bon Secours Neurovascular Center;
- Bon Secours Neuroscience Center for Pain Management;





- Bon Secours Oncology Specialists;
- Bon Secours Pulmonary Specialists;
- Cardiovascular Specialists/Bon Secours Heart & Vascular Institute;
- DePaul/EVMS Department of Otolaryngology Head and Neck Surgery;
- Hampton Roads OB/GYN Center; and,
- Tidewater Surgical Specialists.

These specialty practices include a number of heart and stroke specialists, as well as many surgical, oncology, and gynecological specialists to address many of the chronic diseases in the market.

Finally, DePaul Medical Center constantly monitors the physician landscape in the area and seeks to determine if a need is unmet and whether a recruitment or partnership could help meet the need. As a result, DePaul Medical Center has more than 400 physicians on its medical staff, representing a vast array of specialties from dermatology to neurosurgery to surgical oncology to maternal fetal medicine, just to name a few. The medical staff is a great source of resources for the community.



## **APPENDIX A**

### **CONSULTANT**

#### **Community Health Resources**

9603 Gayton Road, Suite 201

Richmond, Virginia 23238

804.673.0166

[chs@communityhealthinfo.com](mailto:chs@communityhealthinfo.com)

[www.chsresults.com](http://www.chsresults.com)

Community Health Solutions (CHS) is a research and consulting firm with a mission to equip people for excellence in health improvement. CHS offers research, training, and consulting support to clients from many sectors with an interest in improving health and healthcare through a distinctive approach based on four strategic principles:

- Work across sectors and disciplines;
- Help clients achieve their goals and build their capacity;
- Use a proven service model to deliver high value;
- Bring a team committed to the client's success.



## **APPENDIX B**

### **INDIVIDUALS WITH EXPERTISE IN PUBLIC HEALTH CONTACTED FOR SURVEY**

<b>First Name</b>	<b>Last Name</b>	<b>Suffix</b>	<b>Title</b>	<b>Organization</b>
Candice	Driskell	MS, RN, CCM	Executive Director	Access Partnerships
Cindy	Jackson		CEO	American Red Cross of SEV
Claudia	Romano		Community Programs Coordinator	American Red Cross of SEV
Joseph	Metzger III	Fr	Pastor	Blessed Sacrament Catholic Church
Fran	Vickers	RN	Director of Care Management, HBO/Wound Care	Bon Secours DePaul Medical Center
Marieta	Bajit	MD		Bon Secours Hampton Roads
Joanne	Lapetina	MD	ER Physician	Bon Secours Hampton Roads
Lisa	Wright-Martin		Director, Faith Health Ministry	Bon Secours Hampton Roads
George	Tannous	MD		Bon Secours Medical Associates
David	Zobel		Executive Director	Boys and Girls Club of Southeastern Virginia
Megan	Kettye		Program Director	CASA Norfolk
Stephany	Ellis		Executive Director	Catholic Charities of Eastern Virginia
Trish	O'Brien		Executive Director	Comprehensive Health Investment Project (CHIP)
Pamela	Parham		Coordinator	Comprehensive Health Investment Project (CHIP)
Amy	Paulson		Director	Consortium for Infant and Child Health (CINCH)
L.D.	Britt	MD, MPH	Chair, Department of Surgery	Eastern Virginia Medical School
Gerald	Pepe	PhD	Dean & Provost	Eastern Virginia Medical School
Jean	Rutherford		President	Empower Hampton Roads



First Name	Last Name	Suffix	Title	Organization
Steve	Zollos		Executive Director	Healthy Communities for Bon Secours
Suzette	Caton		Director	Hillcrest/Berkley Clinic
			Executive Director	Hispanic Chamber of Commerce Hampton Roads
Daniel	Beeman	Fr	Pastor	Holy Trinity Catholic Church
Brittany	Bailey			Huntersville Community Center
Betty Ann	Levin		Executive Director	Jewish Family Services Tidewater
Maureen	Womack		Executive Director	Norfolk Community Services Board
Stephen	Hawks		Director	Norfolk Department of Human Services
Demetria	Lindsay	MD	Director	Norfolk Health Department
Nabil	Tadros	MD		Norfolk Internal Medicine
Sandra	Barnes		Nursing Program Instructor	Norfolk State University
Bennie	Marshall	EdD, RN	Nursing Program Director	Norfolk State University
Linda	Cockrell	MSN, RN	Program Leader for Practical Nursing Program	Norfolk Technical Center
Kimberly	Curry-Lourenco	RN	Director, Nurse Educator Program	Old Dominion University
Shelley	Mishoe	PhD	Dean, College of Health Sciences	Old Dominion University
Kay	Palmer	MSN, CCRN, RN	Undergraduate Program Director-Nursing	Old Dominion University
Emmanuel	Rudatsikira	MD, DRPH	Professor of Community Health	Old Dominion University
Brett	Carroll		Executive Director	Park Place Clinic
Subir	Vij	MD	Chief Medical Officer	Park Place Medical Center
Barbara	Willis		CEO	Park Place Medical Center
Patrick	Hurd	ESQ	CEO	Planned Parenthood



First Name	Last Name	Suffix	Title	Organization
R. David	Cobbs	Jr	Chairman	Salvation Army, Tidewater Area Command
John N	Skirven		CEO	Senior Services of Southeastern Virginia
Angela	Kellam		Executive Director	Seton Youth Shelters
Margaret	Matheson	RN CBS		Sisters of Bon Secours
Edward	Welp	MSW	CEO	The Up Center Hampton Roads
Denise	Bell	MSN	Nursing Program Professor	Tidewater Community College
Thomas	Calogrides	MS	Dean, Health Professions	Tidewater Community College
Teresa	Granger		Nursing Program Coordinator	Tidewater Community College
Jean	Jennings			Transitions Family Violence Services
Linda	Bashford Vaughan		Executive Director	Union Mission
Carol	McCormack		CEO	United Way South Hampton Roads
Edith G	White		CEO	Urban League of Hampton Roads
Travis	Knapp		Community Programs Coordinator	WAVE Church
Demetrios	Peratsakis	PD, MS, LPC	Executive Director	Western Tidewater Community Services Board
Kelly	Jackson		Director	WHRO Center for Regional Citizenship
Theresa	Whibley	MD	Norfolk City Council Member	Women Caring PLC
Richard	Harris	MD	Community Advocate	





# APPENDIX C

Dr. Demetria Lindsay



BON SECOURS HAMPTON ROADS

Community Health Needs Assessment

Bon Secours DePaul Medical Center

Prioritization Matrix

	Service/Support for need is available within Bon Secours	Service/Support for need is already available in the region, outside of Bon Secours	Strong partners are available to address this need	Fit with the Bon Secours Mission and Strategic Quality Plan	Need is present in more than one region in Hampton Roads	High morbidity/mortality/negative outcome caused by need	Other <i>Data Availability</i>	Total	Rank
Importance	14.3%	14.3%	14.3%	14.3%	14.3%	14.3%	14.3%	100%	
Childhood Obesity	1 2 (3)	1 2 (3)	1 2 (3)	1 2 (3)	1 2 (3)	1 2 (3)	1 2 (3)		
Adult Obesity	1 2 (3)	1 (2) 3	1 2 (3)	1 2 (3)	1 2 (3)	1 2 (3)	1 (2) 3		
2 Cancer	1 2 (3)	1 2 (3)	1 (2) 3	1 2 (3)	1 2 (3)	1 2 (3)	1 2 (3)		
3 Diabetes	1 2 (3)	1 2 (3)	1 2 (3)	1 2 (3)	1 2 (3)	1 2 (3)	1 2 (3)		
Mental Illness	1 (2) 3	1 (2) 3	1 (2) 3	1 2 (3)	1 2 (3)	1 2 (3)	1 2 3 ?		
Asthma	(1) 2 3	1 (2) 3	1 (2) 3	1 (2) 3	1 2 (3)	1 2 3 ?	1 (2) 3		
1 Heart Disease & Stroke	1 2 (3)	1 2 (3)	1 2 (3)	1 2 (3)	1 2 (3)	1 2 (3)	1 2 (3)		
Prenatal & Pregnancy Care	1 2 (3)	1 2 (3)	1 2 (3)	1 2 (3)	1 2 (3)	1 2 (3)	1 2 (3)		
Tobacco Use	1 2 (3)	1 2 (3)	1 2 (3)	1 2 (3)	1 (2) 3	1 2 (3) +	1 2 (3)		
Dental Care/Oral Health	(1) 2 3	(1) 2 3	(1) 2 3	1 (2) 3	1 2 (3)	1 (2) 3	(1) 2 3		
Teen Pregnancy	1 (2) 3	1 (2) 3	1 2 3	1 2 (3)	1 (2) 3	(1) 2 3	1 2 (3)		
Alcohol Use	1 2 (3)	1 (2) 3	(1) 2 3	1 2 (3)	1 2 (3)	1 2 (3)	1 2 (3)		
Alzheimer's Disease	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3		
Arthritis	1 (2) 3	1 (2) 3	1 (2) 3	1 2 3	1 (2) 3	1 2 (3)	1 2 (3)		
5 Domestic Violence	1 2 (3)	1 (2) 3	1 (2) 3	1 2 (3)	1 2 (3)	1 2 (3)	1 (2) 3		

6 Infant Mortality

4 HIV/Aids + STDs



## **APPENDIX D**

<b>Bon Secours DePaul Medical Center Executive Leadership</b>		
<b>First Name</b>	<b>Last Name</b>	<b>Title</b>
Michael	Kerner	Chief Executive Officer, Bon Secours Hampton Roads
Patricia	Heath, SUSC	Senior Vice President, Sponsorship, Bon Secours Hampton Roads
Pamela	Phillips	Senior Vice President, Mission, Bon Secours Hampton Roads
John	Barrett	Chief Executive Officer, Bon Secours DePaul Medical Center
Timothy	Willox, MD	Chief Medical Officer, Bon Secours DePaul Medical Center
Michael	Bratton	Chief Nurse Executive, Bon Secours DePaul Medical Center
Phyllis	Hope, MD	President, Bon Secours DePaul Medical Staff



## **APPENDIX E**

<b>Bon Secours DePaul Medical Center Board of Directors</b>				
<b>First</b>	<b>Mid</b>	<b>Last</b>	<b>Business</b>	<b>Business Title/Department</b>
Carol		Ormond	AAA Tidewater Virginia	President/CEO
Michael	D.	Blount	Bishop Sullivan Catholic High School	Marketing Director
J.	Robert	Bray	Virginia Port Authority	Retired Executive
Bruce		Britton	Portsmouth Family Practice/EVMS	Associate Professor
Elaine		Davia	Bon Secours Health Systems, Inc.	Formation Director
Tim		Davis	Bon Secours Health Systems, Inc.	EVP/Organizational Effectiveness
Patricia		Heath SUSC	Bon Secours Hampton Roads	President, SVP Sponsorship
Linwood	E.	Howard	PNC Bank	Banker
Michael	K.	Kerner	Bon Secours Hampton Roads	CEO
William	H.	Kline	Kline Realty Co., Inc.	President
Arthur	L.	Collins	Hampton Roads Planning District	Retired
Michael	S.	LaRock	SYSCO Food Services of Hampton Roads	Vice President of Finance/CFO
P.	Ward	Robinett Jr.	Townebank	Regional President
R.	B.	Seal	Physician	Retired



Bon Secours DePaul Medical Center Board of Directors				
First	Mid	Last	Business	Business Title/Department
Robert		Squatrino MD	Virginia Oncology Associates	Physician
Stephanie		Short	Short Commercial Acquisitions	
Rita		Thomas CBS	Bon Secours Hampton Roads	Retired Sister President
Douglas	E.	Ziengenfuss	Old Dominion University	Department of Accounting