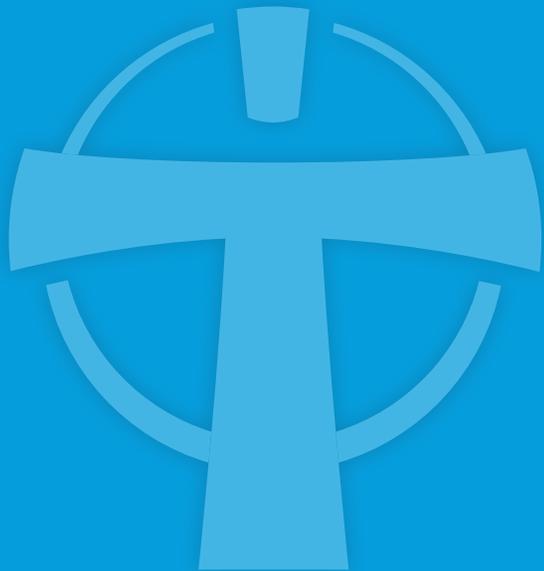


Our Lady of Lourdes Regional Medical Center

4801 Ambassador Caffery Parkway
Lafayette, Louisiana 70508

Community Health Needs Assessment

AUGUST 2012



Description of community served

As an active, caring member of the communities we serve, Our Lady of Lourdes Regional Medical Center is vigilant in carrying out its mission to serve those of Jesus' children who are most in need. As part of our mission, it is vital that we conduct an assessment of the healthcare needs of our community. The last Community Health Needs Assessment was conducted in 2006. Pursuant to the guidelines set forth in the Affordable Care Act of 2010, a 2011 assessment of the healthcare needs of our community is contained herein. Although no other organizations were involved in conducting this assessment, our Joint Venture Partners, Park Place Surgical Hospital and Heart Hospital of Lafayette adopted the conclusions found herein and will prepare their own implementation strategies pursuant to those findings and conclusions.

Lourdes has existed in Lafayette since 1949 and is a member of the Franciscan Missionaries of Our Lady Health System. It is a 186-bed, not for profit hospital serving the residents of Lafayette Parish and much of the surrounding nine Parish area known as Acadiana. The parish is located in South Central Louisiana and has a population of 221,000 with roughly half that number living in the city of Lafayette (Source: [Quickfacts.census.gov](http://quickfacts.census.gov)). Lourdes' primary market is Lafayette Parish, with a population of 221,000; about 65% of Lourdes patients are from Lafayette Parish. Lourdes' secondary market is the other eight parishes of Acadiana.



Lafayette Parish encompasses both urban and rural areas known as the "Acadiana Region." However, the broader Acadiana Region is much more rural in nature with numerous smaller municipalities. The entire area is largely dependent on the oil and gas industry although not as dependent as in the past. Other major industries include manufacturing, construction, finance, retail, information technology and healthcare (Source: <http://lafayette.org/uploads/LafayetteLAEconomicProfile121611.pdf>).

Demographically, Lafayette Parish is comprised of 67.2% Caucasian, 25.8% African American, 3.6% Hispanic, 1.6% two or more races, 1.5% Asian and .3% American Indian. Within the parish there is approximately 13.7% of its population living in poverty; uninsured adults comprise 30% of the population; and 19% of children under the age of 18 are living in poverty (Sources: countyhealthrankings.org, quickfacts.census.gov).

In partnership with its medical staff, Lourdes offers a wide range of services—cardiovascular services, neurological services, oncology services, surgical services, critical care, acute rehabilitation services, and emergency services. A specialized burn unit opened in November 2009, one of only three in the state of Louisiana. Lourdes provides primary care through its growing network of employed physicians. The Lourdes Neurology Center offers specialty care for patients with multiple sclerosis, amyotrophic lateral sclerosis (Lou Gehrig's disease) and those with cerebrovascular disease.

For purposes of this assessment the community is defined as Lafayette Parish, not the Acadiana Region as a whole. This decision is supported by the fact that 65% of patients served by Our Lady of Lourdes Regional Medical Center are from within Lafayette Parish.

ACADIANA POPULATION BY PARISH

Source: <http://2010.census.gov/2010census/data>

	2010	2000	% CHANGE
Louisiana	4,533,372	4,468,976	1.4%
Acadiana—9 Parish Area	670,362	633,089	5.9%
Acadia Parish	61,773	58,861	4.9%
Evangeline Parish	33,984	35,434	-4.1%
Iberia Parish	73,240	73,266	0%
Jefferson Davis	31,594	31,435	0.5%
Lafayette Parish	221,578	190,503	16.3%
St. Landry Parish	83,384	87,700	-4.9%
St. Martin Parish	52,160	48,583	7.4%
St. Mary Parish	54,650	53,500	2.1%
Vermilion Parish	57,999	53,807	7.8%
Southern US Average			14.3%

Who was involved in the assessment

To ensure input from persons with a broad range of knowledge and interests of the community, several employees of Our Lady of Lourdes in different facets of the organization were enlisted to conduct interviews of persons with knowledge and interests of the community. No other organization was involved in conducting the assessment. However, representatives of organizations serving the community were interviewed as well as church leaders, groups of Lourdes employees, civic leaders, local government officials, physicians, state and local health departments and volunteers to obtain the information contained in this document. Interviews of public health experts such as Dr. Tina Stefanski, Office of Public Health, primary care physicians for Lourdes; and leaders within the medically underserved areas (zip code area 70501) were relied upon heavily for interpretation of data and trends in healthcare in Louisiana and Lafayette Parish. These interviews all occurred during October, November and December of 2011.

Community Health Needs Assessment Team

Barbara Feske, Vice President Management/Support Services
Jeigh Stipe, Executive Director, Lourdes Foundation
Stacy Patin, Physician Recruiter
Adam Credeur, Financial Analyst II
Christina Naquin, Marketing Analyst
Iris Malone, Nurse Practitioner
Lani Smith, Ph.D., Director Clinical Research
Jan Martin, Executive Assistant
Bently Senegal, Director of Community Services
Sr. Betty Lyons, OSF, Vice President of Mission and Community Services

Interview Participants

Dr. Earl Washington, Physician Executive
Michelle Hensgens, Chair Service Excellence Committee
Traci Thibodeaux, Director Physician Practice Management
Laura Williams, Director Utilization Management
Vicki Provost-Anderson, Clinical Manager
Sam Price, Director Hyperbarics
Donna Landry, Vice President Corporate Development, Interim Heart Hospital COO
Kate Oliver, Director Surgical Services
Valerie Kratzer, Clinical Manager
Elaine Gordon, Clinical Manager
Emily Dressel, Clinical Manager
Terry Broussard, Assistant Vice President Patient Care Services
Tammy Derouen, Performance Improvement Team
Michelle Crain, Vice President Patient Care Services
Stacy Comeaux, Director Lab/Blood Center
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Dr. Kathryn Strother, Family Medicine
Dr. Ed Lafleur, Family Medicine
Dr. Bridget Girouard, Family Medicine
Dr. Kelly Cahill, Family Medicine
Shanon McLaughlin, Supervisor Northside High School Health Center
Scott Family Clinic, Herbert Druilhet, Family Nurse Practitioner
SWLAHEC, Jennifer Burris, Director Preventative Health Programs

Chris Martin, Executive Director Boys & Girls Club of Acadiana
Larry Van Pelt, Diocese Justice & Peace Office
Barbara Friedrichs, Lafayette Parish School Board
Cecil J. Picard Center for Childhood Development and Lifelong Learning
– Sebreana Domingue, Research Associate
– Holly K. Howat, Ph.D., CCC-SLP, Project Director, Education Research and Professional Learning
– Shauna Landry, M.S.W., Research Associate
Kitty Joseph, Progressive Baptist Church Outreach Center
Pastor Chris Blanchard, Covenant Methodist Church
Christa Billeaud, President Junior League of Lafayette
Jan Swift, Executive Director Upper Lafayette
Chief Jim Craft, Lafayette Police Department
Raymond Hebert, Executive Director Community Foundation of Acadiana
Dee Stanley, Chief Administrative Officer Lafayette Consolidated Government
Angela Morrison, Chief of Community Impact, United Way of Acadiana
Nicole Jones, Executive Director Miles Perret Cancer Services
Faith House, Crystal Scrantz, Program Director

Our Lady of Lourdes Participants

Martha Paddio, Housekeeping
Therese Haywood, Gift Shop
Verda Alexander, Housekeeping
Thomas Herpin, Reprographics
Myra Joseph, Housekeeping
Mary Lilly, Housekeeping
Georgie Roy, Reprographics
Shellie Prejean, Food Services
Joyce Obey, Dietary
Sherry Gobert, Cafe
Kimberly Short, Food Services
Mary Stagg, Food Services
Gay Coles, Radiology
Patrick Potier, Operating Room
Adrienne Davis, Radiology
Lisa Griffin, Radiology
Laura Mills, Dietary
Geraldine Martin, Dietary
Annette Lavergne, Radiology
Laura Thacker, Cashier
Joseph Francis, Radiology
Lorita Roy, Housekeeping

Public Health Expert

Dr. Tina Stefanski, Region IV Medical Director, State of Louisiana, Department of Health & Hospitals

As medical director of Region IV, Dr. Stefanski provides medical guidance and oversight for disaster and contingency planning for the region which requires being well versed in the medical needs of those in Region IV, including the 70501 zip code area.

Leaders within the medically underserved areas (zip code area 70501) who participated in the interview process

Iris Malone

Nurse Practitioner, Our Lady of Lourdes Regional Medical Center

Iris works in the school-based health center, Northside High School, located in zip code area 70501. In addition, she supervises Congregational Health Services which works in 70501 and 70507 zip code areas. Last, she is the Family Nurse Practitioner who treats middle school-aged children on the Care Bus located at Acadian Middle School in zip code area 70501.

Shanon McLaughlin

Supervisor, Northside High School Health Center

Shanon treats the students at Northside High School Health Clinic, located in zip code area 70501.

Chris Martin

Executive Director, Boys & Girls Club of Acadiana

Boys & Girls Clubs are located in many areas of Acadiana with two (2) in the zip code area of 70501.

Jan Swift

Executive Director, Upper Lafayette

Upper Lafayette is an organization to develop a strong economic and social revitalization of Upper Lafayette Parish which includes zip code area 70501.

Chief Jim Craft

Lafayette Police Department

As Chief of Police for the City of Lafayette, he has jurisdiction over zip code area 70501.

How the assessment was conducted

The assessment process was initiated by Our Lady of Lourdes Regional Medical Center beginning with a review of the 2006 Our Lady of Lourdes Community need and benefit study. Also reviewed was the 2010 Strategic Planning Fact book prepared for Our Lady of Lourdes Regional Medical Center. Other sources of information include County Health Rankings, Community Needs Index from Thomson Reuters, additional information from Our Lady of Lourdes employees, leaders of community organizations and other sources as cited in this assessment. In addition to this information, we developed questions to be used during all interviews.

Since this was a “Community Health Needs Assessment,” it was felt that employee input from different departments and many areas of Lafayette Parish and the Acadiana Region would provide valuable information about the health needs specific to their individual communities. As a result, much was learned about the healthcare issues prevalent in their lives outside of Our Lady of Lourdes Regional Medical Center (*Refer to Exhibit A on page 8*).

Health needs of the community

Based upon the interviews conducted during the Community Health Needs Assessment Surveys, the top unmet healthcare issues identified in Lafayette Parish by those with a broad interest in the community and public health officials/participants are as follows:

Obesity	Alcoholism/Drug Addiction
Heart Disease	Mental Health Issues
Diabetes	Cancer

During the interview and research phase of this project, gaps in information or findings were not identified. Responses from interviews were varied, however, those listed herein were the most frequent of the responses and were supported by research.

The opinions of our interviewees were supported by data from the sources identified above. Initially the issues with the greatest number of responses identified from the questionnaire and interviews were defined. Next, national level data was reviewed. It was found that those issues identified by members of the Lafayette community mirrored those identified on both a national and state level.

Although statistics show that Lafayette Parish is much healthier than the state of Louisiana as a whole, it is apparent that disparities exist between zip code areas. This belief was evident in the answer to the question: “What location or area do you see as having the greatest unmet health care need?” The interview participants had a similar overwhelming response...the northern portion of the city of Lafayette. These opinions were supported by findings in the Community Needs Index (CNI).

The Community Needs Index (CNI) score is an average of five different barrier scores that measure various socio-economic indicators of each community by zip code. These barriers, and the statistics that comprise them, were carefully chosen and tested individually by both Catholic Healthcare West and Thomson Reuters (*Refer to Exhibit B on page 8*). According to the Community Needs Index (scores based upon 2010 population data) areas within Lafayette Parish showing the greatest need for healthcare access were zip code areas 70501 with a score of 5 and zip code area 70507 with a score of 4.2. The 70501 zip code area had scores of 5 for all of the five barrier scores (*Refer to Exhibit D on page 9*). In addition, 65% of adults over 65 years of age and 34% of the children living in this zip code live in poverty and 33% are also uninsured (*Source: US Census Bureau, 2010*).

It is our belief that the top unmet healthcare needs in our community correlate to the areas in our community where healthcare access is limited (*Refer to Exhibit D on page 9—Source: <http://cni.chw-interactive.org>*).

While Louisiana is a great place to live and its people, particularly those of Lafayette Parish, exude the spirit of joie de vivre, it is what is enjoyed in our culture that causes Louisiana to be ranked 42nd in prevalence of obesity, 47th in cancer deaths and 44th in prevalence of smoking (*Source: <http://statehealthstats.americashealthrankings.org>*). Louisiana also ranks “weak” in overall healthcare quality. Particularly, Louisiana is “weak” in preventative measures, “very weak” in acute care measures and “weak” in chronic care measures (*Source: statesnapshots.ahrq.gov/snaps10/dashboard*).

During the 2008-2009 school year, height and weight taken on approximately 13,000 children (age 2-19) seen in School Based Health Centers in Louisiana revealed 47.54% are overweight or obese (28.98% obese). 64.9% of Louisiana adults are overweight or obese, as well. Obesity is associated with increased risk for costly chronic diseases such as diabetes, cardiovascular disease, osteoarthritis and some cancers. Obese adults have a 35% higher average annual medical expenditure than adults at normal weight. The cost of childhood obesity and associated illnesses increased from \$35–127 million in the past two decades (*Source: new.dhb.louisiana.gov*).

While Louisiana’s rankings are generally poor, Lafayette Parish, on the other hand, ranks high in Healthy Outcomes and Health Factors. Lafayette Parish ranks eighth in healthy outcomes and second in health factors. “Healthy Outcomes” Rankings are based on an equal weighting of mortality and morbidity measures. “Health Factors” rankings are based on weighted scores of 4

types of factors: Behavioral, clinical, social and economic, and environmental. “We measure two types of health outcomes to represent how healthy each county is: How long people live (mortality) and how healthy people feel (morbidity). These outcomes are the result of a collection of health factors and are influenced by programs and policies at the local, state and federal levels (*Refer to Exhibit E on page 10—Source: www.countyhealthrankings.org/Louisiana*).

Even though Lafayette Parish ranks high in outcomes and factors, the 70501 zip code area or northern portion of the City of Lafayette continues to be at risk. The Cecil J. Picard Center for Childhood Development and Lifelong Learning utilized the National Center for Children in Poverty’s Basic Needs Budget Calculator. A single parent family with two children ages three and six would need an income of over \$40,000 annually just to meet basic needs, yet 32% (about 2,150) of the estimated 6,721 families that live in the 70501 area have a median annual income of less than \$20,000 (U.S. Census Bureau, 2010). Here play 3,452 children under the age of 14 who live in poverty with 1,139 under the age of 5. Unemployment in this area is nearly twice that for the rest of the parish with over 8% of the workforce out of work (*Source: U.S. Census Bureau, 2010*). Furthermore, 32% of the reported crimes within the City of Lafayette in 2010 took place in the 70501 area, according to the data from the City of Lafayette Police Department. The Louisiana Office of Juvenile Justice reports that, in 2009, there were 193 active juvenile cases in the city of Lafayette. Over half were in the 70501 area (*Source: The Lafayette Northside Promise Neighborhood Planning Grant Proposal*).

With the knowledge that the 70501 zip code area has a large population that lives in poverty and has the greatest need for access to healthcare, Lourdes inpatient admission statistics were reviewed. It was found that inpatient admissions for Our Lady of Lourdes in 2010 were 84% higher for persons in the 70501 zip code area than those persons from the 70503 zip code (lowest need according to the Community Need Index, CNI score of 1). Of the top 15 principle diagnoses for inpatient care and treatment in 2010, over one third were related to heart disease, stroke, cancer or diabetes. These are the leading causes of death and disability in the United States and in Louisiana, according to the Center for Disease Control. All of these may be linked to obesity.

Chronic Diseases are the Leading Causes of Death and Disability in the U.S.

Source: <http://www.cdc.gov/chronicdisease/overview/index.htm>

- 7 out of 10 deaths among Americans each year are from chronic diseases. Heart disease, cancer and stroke account for more than 50% of all deaths each year.
- Obesity has become a major health concern. 1 in every 3 adults is obese (3) and almost 1 in 5 youths between the ages of 6 and 19 is obese (BMI >/ 95th percentile of the CDC growth chart).
- Diabetes continues to be the leading cause of kidney failure, non-traumatic lower-extremity amputations, and blindness among adults, aged 20-74.

Modifiable health risk behaviors—lack of physical activity, poor nutrition, tobacco use, and excessive alcohol consumption—are responsible for much of the illness, suffering and early death related to chronic diseases.

Source: <http://www.cdc.gov/chronicdisease/overview/index.htm>

- More than one-third of all adults do not meet recommendations for aerobic physical activity based on the 2008 Physical Activity Guidelines for Americans and 23% report no leisure-time physical activity at all in the preceding month.
- In 2007, less than 22% of high school students and only 24% of adults reported eating five or more servings of fruits and vegetables per day.

Community assets identified

When asked, “In your opinion, what are the most effective methods of addressing the unmet health needs?” responses from those interviewed were far reaching. Many named United Way, Salvation Army, GoodWill and local outreach agencies such as Miles Perret Cancer Services, Catholic Services-Diocese of Lafayette, Lafayette Community Healthcare Clinic, St. Bernadette Community Clinic, Northside High School Health Clinic and the Cecil J. Picard Center for Childhood Development and Lifelong Learning (*Refer to Exhibit C on page 8*). In addition to those identified and listed in Exhibit C, many more exist in our community. These will be explored more fully during the development of the Implementation Plan.

Each of the agencies and/or programs discussed in this interview process address different issues for individuals and families in the 70501 zip code area. However, some would be helpful in addressing the health needs of the community outlined herein. Particularly, Lafayette Community Healthcare Clinic (LCHCC) provides medical and dental treatment for the working uninsured/underinsured of Lafayette. The pharmacy in LCHCC, supported by Lourdes Foundation, provides prescription medication assistance to those in Acadiana who meet the financial requirements. More information on the potential for collaboration with these and other programs will be explored during the development of the Implementation Plan.

Prioritization of Identified Health Needs of the Community

To accurately and objectively determine the prioritization of identified health needs of the community, the Community Health Needs Assessment Team reviewed the actual number of

responses from interviews and reviewed inpatient and outpatient procedure reports of Lourdes for the 70501 zip code area, for years 2010 and 2011. Based upon the data from the inpatient and outpatient reports and the tally of the interview responses, the following prioritization was established.

The Priority of identified health care needs for Our Lady of Lourdes Regional Medical Center’s Community Health Needs Assessment is established as follows:

1. **Obesity**
2. **Heart Disease**
3. **Mental Health Issues**
4. **Alcoholism/Drug Addiction**
5. **Diabetes**
6. **Cancer**

Summary: Assessments and Priorities

In summary, needs identified included: *Obesity, heart disease, diabetes, cancer, alcoholism/ drug addiction and mental health issues*. In addition to these conditions, access to healthcare for the 70501 zip code, the northern part of the City of Lafayette, is a major problem. Our Lady of Lourdes has programs in place to serve this population, such as St. Bernadette Community Clinic, Northside High School Health Clinic and Congregational Health Services. St. Bernadette Community Clinic is an acute care clinic serving mainly the homeless population from all zip codes of the northern part of the City of Lafayette. Northside High School Health Clinic serves students from primarily the 70501 zip code area. This clinic serves the mental and physical needs of the students of Northside High School. Last, Congregational Health Services is a program whereby a Liaison, in this case a nurse, works with health ministry committees in church parishes and congregations to bring health and wellness to those churches through health fairs, health workshops and screenings. Although this program is spread throughout the city, its roots are in the 70501 zip code area. Each of these serve a particular niche in the area, however, from this assessment, there is clearly more work to be done.

In conclusion, as an active, caring member of the communities we serve, Our Lady of Lourdes Regional Medical Center has a history of providing care to the needy members of its communities. In furtherance of our Mission, we plan to further improve access to healthcare in our community, regardless of a patient’s ability to pay. It is for this reason that Our Lady of Lourdes currently contributes approximately 5% of its operating revenue to charity care and community benefits.

Our Mission & Values



Inspired by the vision of St. Francis of Assisi and in the tradition of the Roman Catholic Church, we extend the healing ministry of Jesus Christ to God's people, especially those most in need.

We call forth all who serve in this healthcare ministry, to share their gifts and talents to create a spirit of healing with reverence and love for all of life, with joyfulness of spirit, and with humility and justice for all those entrusted to our care.

We are, with God's help, a healing and spiritual presence for each other and for the communities we are privileged to serve.

Service

The privilege of reaching out to meet the needs of others.

Reverence and Love for all of Life

Acknowledging that all of life is a gift from God.

Joyfulness of Spirit

An awareness of being blessed by God in all things.

Humility

Being authentic in serving as an instrument of God.

Justice

Striving for equity and fairness in all relationships with special concern for those most in need.

Exhibit A

Survey

1. What do you see as the top health care issues in Lafayette Parish starting with the most important?
2. What do you see as barriers to the health care issues you identified?
3. In your opinion, what are the most effective methods of addressing the unmet health needs?
4. What location or area do you see as having the greatest unmet health care needs?
5. Other comments:

Exhibit B

Community need index barriers

1. **Income Barrier**—Percentage of households below poverty line, with head of household age 65 or more.
 - Percentage of families with children under 18 below poverty line.
 - Percentage of single female-headed families with children under 18 below poverty line.
2. **Cultural Barrier**—Percentage of population that is minority (including Hispanic ethnicity).
 - Percentage of population over age 5 that speaks English poorly or not at all.
3. **Education Barrier**—Percentage of population over 25 without a high school diploma.
4. **Insurance Barrier**—Percentage of population in the labor force, aged 16 or older without employment.
 - Percentage of population without health insurance.
5. **Housing Barrier**—Percentage of households renting their home.

Exhibit C

Community assets identified through the assessment process

Faith House
United Way of Acadiana
Salvation Army
Miles Perret Cancer Services
Goodwill
Salvation Army
Monsignour Segura Center
SMILE
FoodNet
Lafayette Community Healthcare Clinic
Our Lady of Lourdes Outreach Clinics—St Bernadette / Northside High School
Health Clinic / Scott Family Clinic / St. Clare Medical Home
Hospice of Acadiana
Diocese of Lafayette—Catholic Services
Lourdes After Hours
Congregational Health Services
Boys and Girls Club of Acadiana
SWLA Center Health Services, FQHC

Major Medical Facilities:

Our Lady of Lourdes Regional Medical Center
Heart Hospital of Lafayette
Park Place Surgery Center
Lafayette Surgical Specialty Hospital
The Regional Medical Center of Acadiana
University Medical Center
Women's and Children's Hospital
Lafayette General Medical Center

Exhibit D | Community Needs Index Map

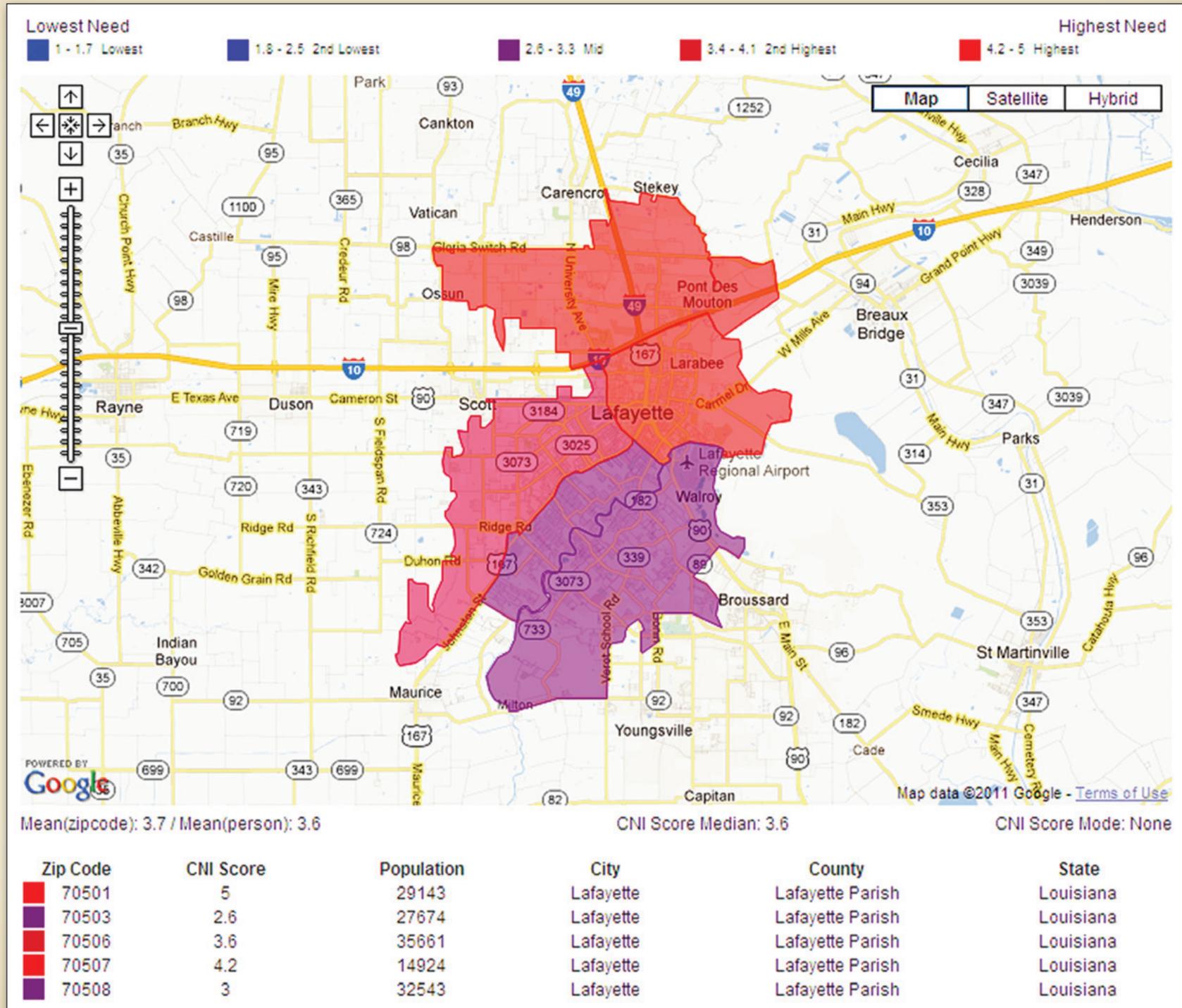


Exhibit E | County Health Rankings for Lafayette Parish

*90th percentile, i.e., only 10% are better / Note: Blank values reflect unreliable or missing data

	Lafayette	Error	National	Louisiana	Rank
		Margin	Benchmark*		(of 64)
Health outcomes					8
Mortality					12
Premature death	9,325	8,851–9,800	5,564	10,654	
Morbidity					4
Poor or fair health	16%	14–18%	10%	19%	
Poor physical health days	3.4	3.0–3.9	2.6	3.7	
Poor mental health days	2.8	2.3–3.2	2.3	3.1	
Low birthweight	9.50%	9.1–9.9%	6.00%	10.90%	
Health factors					2
Health behaviors					4
Adult smoking	23%	20–25%	15%	23%	
Adult obesity	28%	25–31%	25%	32%	
Excessive drinking	21%	19–24%	8%	16%	
Motor vehicle crash death rate	18	16–21	12	23	
Sexually transmitted infections	505		83	528	
Teen birth rate	44	42–46	22	55	
Clinical care					6
Uninsured adults	30%	25–34%	13%	26%	
Primary care physicians	546:01:00		631:01:00	863:01:00	
Preventable hospital stays	81	79–84	52	98	
Diabetic screening	74%	68–80%	89%	77%	
Mammography screening	62%	56–68%	74%	60%	
Social & economic factors					4
High school graduation	70%		92%	61%	
Some college	61%		68%	51%	
Unemployment	5.20%		5.30%	6.80%	
Children in poverty	19%	15–23%	11%	25%	
Inadequate social support	20%	17–23%	14%	23%	
Children in single-parent households	37%		20%	41%	
Homicide rate	6	7–May	1	13	
Physical environment					3
Air pollution-particulate matter days	3		0	4	
Air pollution-ozone days	6		0	7	
Access to healthy foods	100%		92%	62%	
Access to recreational facilities	12		17	9	



**OUR LADY
OF LOURDES**
REGIONAL MEDICAL CENTER

*Franciscan Missionaries of
Our Lady Health System*

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