

# 2020

## Community Health Needs Assessment

## Implementation Strategy Plan



**TGMC**  
Terrebonne General Medical Center

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## Table of Contents

<i>Mission Statement</i> .....	4
<i>Terrebonne General Medical Center</i> .....	4
<i>Introduction</i> .....	5
<i>Overview</i> .....	5
<i>Community Health Needs Assessment Implementation Strategy Planning Process</i> .....	6
<i>2020 Community Health Regional Priorities</i> .....	7
<i>Priority 1: Chronic Diseases</i> .....	7
<i>Priority 2: Health Education and Information</i> .....	13
<i>Priority 3: Tobacco Use</i> .....	15
<i>Priority 4: Access to Care and Health Education</i> .....	19
<i>Priority 5: Cancer</i> .....	22
<i>Moving Forward</i> .....	26
<i>Appendix A: Internal Revenue Service Code 501(r)(3) requirements under the Patient Protection and Affordable Care Act (PPACA)</i> .....	27
<i>Appendix B: Study Area</i> .....	29
<i>Appendix C: Map of Study Area</i> .....	31
<i>Appendix D: Community Stakeholders</i> .....	32
<i>Appendix E: Tripp Umbach</i> .....	33

## Mission Statement

### Terrebonne General Medical Center's Mission, Vision and Core Values

Mission: Providing Exceptional Healthcare with Compassion:

Vision: It is the vision of Terrebonne General Medical Center to be a leading medical provider by transforming health care delivery using innovative solutions that pave the way towards excellence.

Our Core Values:

The values statement that defines TGMC serves as the guiding principle for all employees, volunteers, and physicians. In our every task and interaction, the phrase 'icare' steers our behavior.

Integrity:

We strive to do the right thing, at the right time, for the right reason.

Communication:

Effective communication is the key to understanding each other. We see each person as a unique individual and work hard to make meaningful connections.

Attitude:

We are dedicated to creating an exceptional place for patients to receive care, staff to work, and physicians to practice medicine.

Respect:

We treat every individual as a person of worth, dignity, and importance.

Etiquette:

We convey our concern and willingness to serve others through the use of good manners and kind expressions.

## Terrebonne General Medical Center

Terrebonne General Medical Center has a long history of partnering with community organizations, innovating strategies to provide care for the medically underserved, vulnerable populations, and serving the general community. TGMC completed its 2020 CHNA to evaluate current strategies, deliver high-quality services, and be leaders for the community.

Located in Houma, Louisiana, TGMC is an internationally recognized, state-of-the-art hospital dedicated to providing high quality, compassionate healthcare to the community. The medical center is committed to the health and wellness of residents, families, staff, and the people of southeast Louisiana. TGMC offers a wide range of services such as the Mary Bird Perkins TGMC Cancer Center, a comprehensive Women's Health Center, world-class cardiology services, advanced orthopedics, full rehabilitation services, and a Healthy Lifestyles Center.

TGMC takes pride in being the largest community-based hospital in southeast Louisiana. As a member of the Ochsner Health Network, Terrebonne General Medical Center is part of an alliance of healthcare-focused entities across the greater Gulf Coast region.

## Introduction

With the enactment of the Patient Protection and Affordable Care Act (PPACA) on March 23, 2010, tax-exempt hospitals require community health needs assessments (CHNA) and implementation strategies, which are approaches and plans to actively improve the health of communities served by health systems. These strategies provide hospitals and health systems with the information they need to deliver community benefits that can be targeted to address the specific needs of their communities. Through coordination and community development initiatives that are based upon the outcomes of the community health needs assessment, Terrebonne General Medical Center is implementing strategies to address identified health needs and to impact the health of the community they serve.<sup>1</sup>

## Overview

The CHNA process was facilitated by Tripp Umbach and an internal working group of hospital leaders and included extensive input from individuals who represent the broad interests of the community served by the hospital facility, including those with special knowledge of public health issues, data related to underserved and vulnerable populations, and representatives of vulnerable populations served by the hospital. The comprehensive CHNA identified and prioritized community health needs. The project component pieces involved to determine the community health needs included (see Chart 1):

1. Public commentary on the previous CHNA and implementation plan,
2. Evaluation of implementation strategies from the previous completed CHNA,
3. Secondary data analysis of health status and socioeconomic environmental factors related to the health and well-being of residents,
4. Community stakeholder interviews,
5. Hand-distributed surveys, and a
6. Community forum.

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<sup>1</sup> Additional information on the CHNA and implementation strategy planning requirements can be found in Appendix A.

Based on data collection findings and prioritization of community health needs the final CHNA report was developed.<sup>2</sup> Terrebonne General Medical Center will use the CHNA findings to develop goals and strategies to address local health care concerns and will work with regional and local community partnerships to improve the overall status of their community. This report fulfills TGMC’s IRS requirements for tax-exempt hospitals and health systems to conduct a CHNA and implementation strategy plan.

Chart 1: CHNA Process



## Community Health Needs Assessment Implementation Strategy Planning Process

The CHNA process undertaken by Terrebonne General Medical Center, with project management and consultation by Tripp Umbach, included input from representatives who represent the broad interests of the community served by the hospital facilities, including those with special knowledge of public health issues, data related to underserved, hard-to-reach, vulnerable populations, and representatives of vulnerable populations served by each hospital. Tripp Umbach worked closely with members of Terrebonne General Medical Center to oversee and accomplish the assessment and its goals.

This report fulfills the requirements of the Internal Revenue Code 501(r)(3), established within the Patient Protection and Affordable Care Act (PPACA) requiring that nonprofit hospitals conduct CHNAs every three years.

Data from government and social agencies provides a strong framework and a comprehensive piece to the overall CHNA. The information collected is a snapshot of the health of residents in Southeast Louisiana, which encompassed socioeconomic information, health statistics, demographics, children’s health, and mental health issues, etc. The CHNA report is a summary of primary and secondary data collected for Terrebonne General Medical Center.

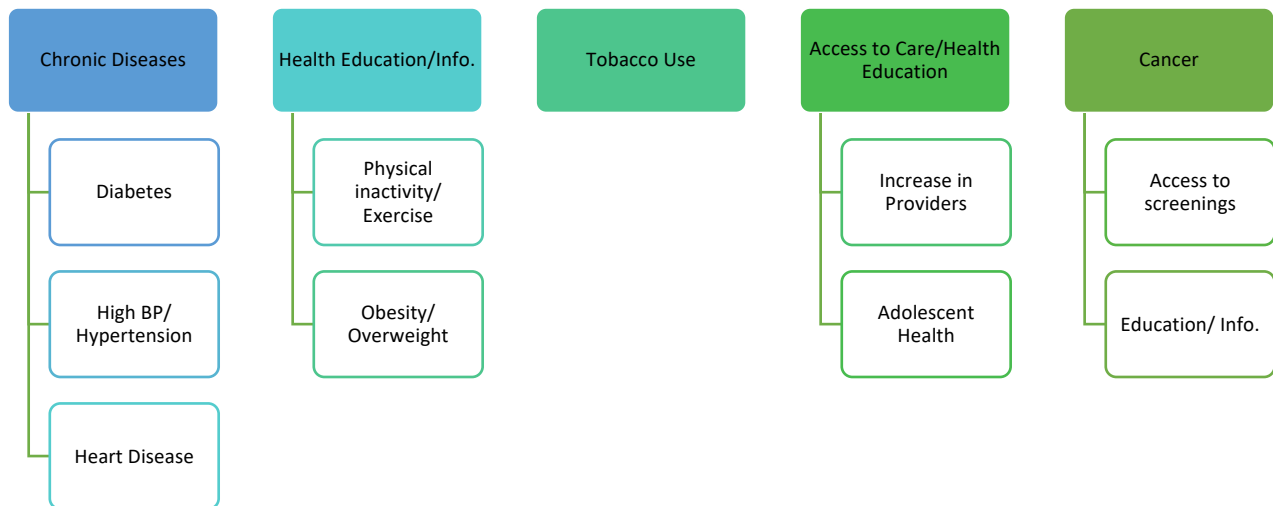
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<sup>2</sup> The full CHNA report provides additional information regarding each component piece and the results. The full report can be found on the Terrebonne General Medical Center’s website.

## 2020 Community Health Regional Priorities

As a result of feedback and input from the working group, the community forum, and additional participants of the CHNA process, along with extensive primary and secondary data research, key priority areas were identified. Tripp Umbach categorized the key community needs into broader areas taking into account the previous CHNA results. The key needs of the 2020 CHNA are depicted in the graph below. (See Chart 2) Within the identified needs, the assessment revealed sub-needs. TGMC will address the needs identified from the 2020 assessment period. Through measurable strategies and goals, efforts to ensure a positive impact on the health of the community will be tracked and reported as part of the Implementation strategy planning.

Chart 2: 2020 Key Community Health Needs



### Priority 1: Chronic Diseases<sup>3</sup>

Chronic diseases can hinder independence and the health of people with disabilities as well as limit their daily activity. Chronic diseases are diseases that persist over a long period; however, chronic diseases can be prevented or controlled through regular participation in physical activity and healthy eating, not smoking, and avoiding excessive alcohol consumption.

<sup>3</sup> In 2017, obesity was identified as a community need. In 2020, the need was not recognized. However, as part of the ongoing strategies and efforts of TGMC to reduce chronic diseases, obesity will continue to be acknowledged as programs and initiatives have been implemented. TGMC’s ongoing commitment to reduce chronic diseases (i.e. diabetes, high blood pressure/hypertension, heart disease, and obesity) will continue for the next three years.

Chronic diseases are defined broadly as conditions that last 1 year or more and require ongoing medical attention or limit activities of daily living or both. Chronic diseases such as heart disease, cancer, and diabetes are the leading causes of death and disability in the United States. They are also leading drivers of the nation's \$3.5 trillion in annual health care costs.<sup>4</sup>

## Diabetes

Diabetes Mellitus refers to a group of diseases that affect how the body uses blood sugar (glucose). Glucose is an important energy source for the cells that make up muscles and tissues as well as being the main source for the brain. Excess sugar in the bloodstream can lead to serious health problems.

More than 25 million Americans have diagnosed diabetes while another 88 million U.S. adults have prediabetes, a serious health condition in which blood sugar levels are higher than normal but not high enough yet to be diagnosed as type 2 diabetes. A person with prediabetes is at high risk of type 2 diabetes, heart disease, and stroke. Residents who are overweight/obese, 45 years or older, have a family history, are sedentary, and are of a certain race or ethnicity are at a higher risk of having type 2 diabetes.

Diabetes increases the risk of heart disease and stroke and can lead to other serious complications, such as kidney failure, blindness, and amputation of a toe, foot, or leg. People with diabetes spend more on health care, have fewer productive years, and miss more workdays compared to people who don't have diabetes. In 2017, the total estimated cost of diagnosed diabetes was \$327 billion, including \$237 billion in direct medical costs and \$90 billion in reduced productivity.

Residents are encouraged to exercise, eat healthily, and eliminate tobacco use as organizations nationally and regionally are working closely to help reduce and modify risk factors to prevent and delay the development of type 2 diabetes and improve residents' overall health to eliminate the likelihood of prediabetes.

## High Blood Pressure and Hypertension

Hypertension, or high blood pressure, is a common condition most likely affecting residents as they age. Blood pressure is the force of blood that presses against the walls of your arteries. As the pressure builds and is too high, this causes the heart to work harder. The additional strain can cause serious damage to the arteries. Uncontrolled high blood pressure makes you more likely to get heart disease, stroke, and kidney disease.<sup>5</sup>

Affecting millions of Americans, about 75 million or one in three adults, have high blood pressure. Roughly 54 percent of these individuals have their high blood pressure under control. Many youths are also being diagnosed with high blood pressure. Unfortunately, this condition is quite common, and having this condition increases the risk of heart disease and stroke, two of the leading causes of death for Americans.<sup>6</sup>

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<sup>4</sup> Centers for Disease Control and Prevention: [www.cdc.gov/chronicdisease/about/index.htm](http://www.cdc.gov/chronicdisease/about/index.htm)

<sup>5</sup> WebMD: [www.webmd.com](http://www.webmd.com)

<sup>6</sup> Centers for Disease Control and Prevention: [www.cdc.gov/bloodpressure/](http://www.cdc.gov/bloodpressure/)



## Heart Disease

Heart disease is described as a range of conditions that affect the heart. Diseases that fall within the heart disease umbrella include blood vessel diseases, such as coronary artery disease; heart rhythm problems (arrhythmias); and heart defects that patients are born with (congenital heart defects), etc.<sup>7</sup> About 647,000 Americans die from heart disease each year—that's 1 in every 4 deaths.<sup>8</sup>

Heart disease is often used interchangeably with the term cardiovascular disease. Cardiovascular disease refers to conditions that involve narrowed or blocked blood vessels that can lead to a heart attack, chest pain (angina) or stroke. Other heart conditions, such as those that affect your heart's muscle, valves, or rhythm, also are considered forms of heart disease.<sup>9</sup>

Key risk factors for heart disease comprise high blood pressure, high blood cholesterol, and smoking. Roughly half of Americans (47 percent) have at least one of these three risk factors. Additional medical conditions and lifestyle choices place residents at a higher risk for heart disease, including diabetes, being overweight/obese, following an unhealthy diet, being physical inactivity, and excessive alcohol use.<sup>10</sup>

The most common and costly health conditions impacting the nation's health are chronic diseases such as heart disease, diabetes, and obesity. These conditions account for seven out of 10 deaths annually while managing and treating chronic disease account for more than three-quarters of the country's health care costs. Chronic diseases are often preventable and are associated with unhealthy and risky behaviors.<sup>11</sup>

The Louisiana Department of Health's Diabetes and Obesity Action Report reported that Louisiana Medicaid insurers paid more than \$118 million in 2015 for claims related to members identified as obese and more than nine million dollars for claims related to hospitalizations with diabetes as the primary diagnosis.<sup>12</sup>

The US Department of Health and Human Services guidelines recommend engaging in regular physical activity to promote cardiovascular health and muscle fitness.<sup>13</sup> Research shows that a total amount of 150 minutes a week of moderate-intensity aerobic activity, such as brisk walking, consistently reduces the risk of many chronic diseases and other adverse health outcomes.<sup>14</sup>

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<sup>7</sup> Mayo Clinic: [www.mayoclinic.org/diseases-conditions/heart-disease/symptoms-causes/syc-20353118](http://www.mayoclinic.org/diseases-conditions/heart-disease/symptoms-causes/syc-20353118)

<sup>8</sup> Centers for Disease Control and Prevention: [www.cdc.gov/heartdisease/about.htm](http://www.cdc.gov/heartdisease/about.htm)

<sup>9</sup> Ibid.

<sup>10</sup> Ibid.

<sup>11</sup> American Public Health Association: <https://apha.org/what-is-public-health/generation-public-health/our-work/healthy-choices>

<sup>12</sup> Louisiana Department of Health: <http://ldh.la.gov/assets/docs/BayouHealth/ACT210RS2013522.pdf>

<sup>13</sup> Office of Disease Prevention and Health Promotion: <https://health.gov/paguidelines/guidelines/chapter1.aspx>

<sup>14</sup> Office of Disease Prevention and Health Promotion: <https://health.gov/paguidelines/guidelines/chapter2.aspx>

Overall Goal: Improve access to provider-based and supportive services for increased utilization of health care services by residents.

Anticipated Impact: Increase access to health care services for residents served by TGMC.

Community Need: Chronic Diseases — Obesity				
What is the strategy?	Target Population	Goal(s)	Evaluation Methods/Metrics	Partnering Organizations
Increase awareness and interest in healthcare programs and initiatives to reduce chronic diseases related to obesity.	Residents within TGMC’s service area.	Increase community awareness on obesity and the impact on health.	# of weight screenings # of speaking engagements # of TV segments to educate about obesity # of attendees at Community Exercise Park # of participants at Kids Fit Fair # of educational handouts distributed at YMCA community events # of grocery educational sessions# of participants at the Sports Performance Training Center # of participants in TGMC and Cardiovascular Institute of the South (CIS) Night Light Dash 5k	HTV (Houma Television) Cardiovascular Institute of the South Office of Public Health Region 3 Live Healthy Houma Terrebonne Parish School Parish School Bayouland YMCA Cannata’s Market
		Educate and improve residents’ access to preventative health programs and the overall value of physical activity and wellness.	Increase # of participants (revise/improve) involved in the Weight Management Program – (more detailed tracking methods for 2020) Increase # of participants in the Wellness for Life program (more specific tracking methods in 2020)	HTV (Houma Television) Terrebonne Parish Public School

			<p>Increase # of participants in the Sports Performance Training Center – revised metrics (more specific tracking methods in 2020)</p> <p>Increase # of participants in TGMC and CIS Night Light Dash 5k – revised metrics (more specific tracking methods in 2020)</p> <p>Increase # of organizations in the 5K sponsorships local organizations – revised metrics (more specific tracking methods in 2020)</p> <p>Increase # of participants in the Kids Fit Fair – revised metrics (more specific tracking methods in 2020)</p>	
<b>Community Need: Chronic Diseases — Heart Disease</b>				
Increase awareness and interest in healthcare programs and initiatives to reduce chronic diseases related to heart disease.	Residents within TGMC's service area	Enhance literacy programs and events to increase awareness and knowledge to the community about heart disease.	<p># of screenings provided at free cardiac screenings</p> <p># of educational handouts distributed at Heels for Hearts event</p> <p># of educational handouts distributed at Tunnel Run 5k</p> <p># of educational handouts distributed at Wellness for Life seminars</p> <p># of TV segments to educate about heart disease</p> <p># of attendees to support groups</p>	HTV (Houma Television) Cardiovascular Institute of the South Office of Public Health Region 3

			Cardiovascular Institute's Congestive Heart Failure Support group	
		Provide preventative screenings and information for residents in the TGMC community through early detection of heart disease.	Increase # of free cardiovascular screenings (since 2011 is 818)  American Heart Association Tunnel Run revised metrics (more specific tracking methods in 2020)	Cardiovascular Institute of the South
<b>Community Need: Chronic Diseases — Stroke</b>				
Will not be addressed.	None	Not applicable	Not being addressed due to a lack of specialists in the area. Patients are being referred to a higher-level health care facility.	Not applicable
<b>Community Need: Chronic Diseases — Diabetes</b>				
Increase awareness and provide healthcare initiatives to reduce chronic diseases related to diabetes.	Residents within TGMC's service area	Provide programs to increase awareness and knowledge to residents at risk of being diagnosed with diabetes.	# of screenings provided free cardiac screenings  # of educational packets distributed at Heels for Heart  # of educational handouts distributed at Tunnel Run 5k  # of likes once quarterly social posts are posted Diabetes Education -C.R.U.I.S.E to diabetes control  # of educational handouts distributed at Wellness for Life seminars  # of TV segment to educate about Diabetes	HTV (Houma Television) Cardiovascular Institute of the South Office of Public Health Region 3

			# of glucose screenings provided by the Wellness for Life Program	
		Educate TGMC's residents on the value of leading a healthy lifestyle to reduce those likely to be diabetic.	Increase the number of participants in the Diabetes Education - C.R.U.I.S.E to diabetes control program (more specific tracking methods in 2020)  Increase the number of participants in the Diabetic Management Center at TGMC partnership with the Terrebonne Parish school system.	HTV (Houma Television) Terrebonne Parish Public School
<b>Community Need: Chronic Diseases — High Blood Pressure / Hypertension</b>				
Educate the community and provide health care initiatives to reduce chronic diseases related to high blood pressure and hypertension.	Residents within TGMC's service area	Increase awareness and provide education to reduce chronic diseases related to high blood pressure/ hypertension by providing health screenings and educational consultations.	# of screenings provided free cardiac screenings  # of educational packets distributed at Heels for Heart  # of educational handouts distributed at Tunnel Run 5k  # of educational handouts distributed at Wellness for Life seminars  # of TV segments to educate about high blood pressure/hypertension.	HTV (Houma Television) Cardiovascular Institute of the South Office of Public Health Region 3

Note: In 2017, "Workout 360," a fitness/gym and health business located in TGMC was identified as a partner in addressing the community's need for chronic diseases. Unfortunately, the business is no longer in operation.

## Priority 2: Health Education and Information

According to the World Health Organization, health education is a combination of learning experiences designed to help individuals and communities improve their health by increasing their knowledge or influencing their attitudes. Low educational attainment levels can limit an individual's ability to interpret health information and apply this knowledge in a way that improves their health status. Health education increases an individual's knowledge about physical, mental, emotional, and social health. It motivates individuals to actively improve and maintain their health, prevent diseases, and avoid unhealthy behaviors.

The American Cancer Society, the American Diabetes Association, and the American Heart Association believe that quality health education programs delivered in schools can improve the well-being and health of our youth. In the United States, chronic diseases are the leading causes of morbidity and mortality; however, engaging in healthy behaviors, such as participating in physical activity, eating healthy, and avoiding tobacco use, have been linked to the prevention of chronic disease. Establishing and promoting healthy behaviors at an early age will establish long-term healthy and beneficial behaviors into adulthood. Health education/information cannot be overlooked when it comes to building and bridging communities together in a healthy environment.

Health education provides and educates the public on health issues and topics within a population and supplies data to those needing solutions to address concerns. Health education impacts many areas of wellness within a community, including chronic disease awareness and prevention, behavioral health, child maternal health, nutrition, exercise, and obesity prevention. Health education enhances a community's economy by reducing healthcare spending and lost productivity due to preventable illness.

Arming residents with information that is easily understood and comprehensible, providing necessary tools to make informed decisions regarding one's health, and taking an active role in managing one's health can be valuable to a community overall. Health education provides many positive benefits to individuals and the community, such as improved health status, enhanced quality of life, and reduced costs associated with health care. Health education and information around healthy living and positive behaviors can shape and modify residents' poor actions and establish long-term healthiness.

Hand-survey results reveal that television (25.6 percent), word of mouth (17.4 percent), and newspaper (14.9 percent) are the top three ways respondents find out about information in their community. The survey also revealed that 16.9 percent of respondents participated in community health screenings and 14.9 percent community health education classes compared to 9.0 percent in 2017. How information is distributed and how programs are attended are also important factors as TGMC will be able to capitalize on the methods used to target and provide health information and educational programming efforts to residents.

Overall Goal: Improve access to information to the community at large to reduce poor health outcomes and behaviors.

Anticipated Impact: Increase health education and information to residents within the region.

Community Need: Health Education and Information — Physical Inactivity & Exercise				
What is the strategy?	Target Population	Goal(s)	Evaluation Methods/Metrics	Partnering Organizations
Improve community knowledge about available resources.	Residents within TGMC's service area.	Increase awareness and knowledge to residents about the importance of physical activity and exercise through health education.	# of residents that participate in the Community Exercise Park # of residents in attendance at Kids Fit Fair # of residents in attendance Summer Fun Kids Day # of high school sporting events athletic trainers oversee # of students in attendance for each Project Lead Presentation # of total participants for Well and Wise Program # of educational handouts distributed at YMCA community events	Live Healthy Houma Houma Civic Center Terrebonne Parish District Attorney's Office Terrebonne Parish Schools Bayouland YMCA

<p>Provide information and education to increase awareness and inserts related to obesity and long-term effects on being overweight.</p>	<p>Residents within TGMC's service area.</p>	<p>Increase awareness and knowledge about obesity, weight management, and the long-term effects of being overweight by providing health screenings and educational consultations.</p>	<p># of speaking engagements to promote weight management</p> <p># of TV segments to educate about obesity, and weight management</p> <p># of weight screenings</p> <p># of grocery educational sessions</p> <p># of educational handouts distributed at YMCA community events</p>	<p>HTV (Houma Television)  Cardiovascular Institute of the South  Office of Public Health  Region 3  Bayouland YMCA</p>
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## Priority 3: Tobacco Use

In 2015, over 1.1 billion people smoked tobacco worldwide with more males than females smoking tobacco.<sup>15</sup> Tobacco use is the leading cause of preventable disease, disability, and death in the United States. Based on 2018 data, about 34 million adults in the U.S. smoke cigarettes. Every day, about 1,600 young people under age 18 years smoke their first cigarette, and nearly 200 began smoking cigarettes daily. Over 16 million people live with at least one disease caused by smoking and 58 million nonsmoking Americans are exposed to secondhand smoke.<sup>16</sup> Current cigarette smoking was highest among people aged 25–44 years and 45–64 years.<sup>17</sup>

For every person who dies because of smoking, at least 30 people live with a serious smoking-related illness. Smoking causes cancer, heart disease, stroke, lung diseases, diabetes, and chronic obstructive pulmonary disease (COPD), which includes emphysema and chronic bronchitis. Smoking also increases the risk of tuberculosis, certain eye diseases, and problems of the immune system, including rheumatoid arthritis.<sup>18</sup> On average, smokers die 10 years earlier than non-smokers.<sup>19</sup>

Approximately 41,000 deaths among nonsmoking adults and 400 deaths in infants each year are due to secondhand smoke exposure. Secondhand smoke causes stroke, lung cancer, and coronary heart disease in adults. Many factors influence users to use tobacco, including race/ethnicity, age, education, and socioeconomic status. High-risk groups are men; people with low education who live below the poverty level; people geographically positioned in the Midwest and South; those who are uninsured, disabled, or have serious physiological distress; American Indians/Alaskan Natives/multiracial; and lesbians, gays, and/or bisexuals.<sup>20</sup>

It is important to continue to provide health education, information, and assistance to those who are current smokers and those who need help quitting. Limiting tobacco use is one of the most effective ways to save lives and improve overall well-being. Effective efforts from public health initiatives have curbed and contributed to the decline of residents starting to smoke and those who can quit. These efforts are instrumental as thousands of young people start smoking cigarettes every day.

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<sup>15</sup> World Health Organization: [www.who.int/gho/tobacco/use/en/](http://www.who.int/gho/tobacco/use/en/)

<sup>16</sup> Centers for Disease Control and Prevention: [www.cdc.gov/tobacco/about/osh/index.htm](http://www.cdc.gov/tobacco/about/osh/index.htm)

<sup>17</sup> Ibid.

<sup>18</sup> Centers for Disease Control and Prevention: [www.cdc.gov/tobacco/basic\\_information/health\\_effects/index.htm](http://www.cdc.gov/tobacco/basic_information/health_effects/index.htm)

<sup>19</sup> County Health Rankings & Roadmaps: [www.countyhealthrankings.org/explore-health-rankings/measures-data-sources/county-health-rankings-model/health-factors/health-behaviors/tobacco-use](http://www.countyhealthrankings.org/explore-health-rankings/measures-data-sources/county-health-rankings-model/health-factors/health-behaviors/tobacco-use)

<sup>20</sup> Centers for Disease Control and Prevention: [www.cdc.gov/tobacco/data\\_statistics/fact\\_sheets/adult\\_data/cig\\_smoking/index.htm](http://www.cdc.gov/tobacco/data_statistics/fact_sheets/adult_data/cig_smoking/index.htm)

Overall Goal: Improve awareness and provide health and community services to reduce the overall use of tobacco among community residents.

Anticipated Impact: Offer free/reduced-cost smoking cessation clinics for adults.

Community Need: Tobacco Use				
What is the strategy?	Target Population	Goal(s)	Evaluation Methods/Metrics	Partnering Organizations
Ensure residents have a resource for smoking cessation and education about the ill-effects of smoking.	Residents within TGMC's service area.	Increase awareness of the dangers of smoking and the benefits of quitting.	# of TV segments to educate about tobacco use  # of educational handouts distributed at Heels for Hearts  # of educational handouts distributed at Tunnel Run 5k  # of educational handouts distributed at Nightlight Dash 5k  # of students in attendance for each Project Lead Presentation  # of students reached	Cardiovascular Institute of the South Terrebonne Parish DA's Office Houma Television (HTV)

## Priority 4: Access to Care and Health Education<sup>21</sup>

Access to care and health education were identified areas of focus in 2020. Access to care allows residents to obtain services from a hospital, clinic, or medical facility. Access to care is important to manage a resident's health, receive treatment, and take preventive care measures; therefore, leading to better health outcomes. It also includes health insurance coverage, health services, and timeliness of care. Health care accessibility is also a predictor that implies that health services are easy to obtain and are affordable. Having a designated primary care provider and a designated medical home is also a good indicator of accessibility. Access to high-quality health care and comprehensive services is important for promoting and maintaining health, preventing and managing diseases, reducing unnecessary disability and premature death, and achieving health equity for all Americans, according to the Office of Disease Prevention and Health Promotion.<sup>22</sup>

To improve access to care health education must be addressed. Health education assists in the implementation of health promotion and disease prevention programs. Health education provides learning experiences on a variety of health topics, presenting information to target populations, and providing strategies to build support and ultimately change negative behaviors.

### Increase in Providers

A health provider shortage occurs when there are not enough physicians available to meet patient demand. Physician shortages affect patients as they are unable to access the care they need. It also impacts the ability to secure health appointments. Negative patient satisfaction and poor health consequences are the overall impacts related to patient care.

Across the United States, a predicted shortage of 46,900 to 121,900 physicians by 2032 includes both primary care (21,100 to 55,200) and specialty care (24,800 to 65,800). Among specialists, the data projects a shortage of between 1,900 to 12,100 medical specialists; 14,300 to 23,400 surgical specialists; and 20,600 to 39,100 other specialists, such as pathologists, neurologists, radiologists, and psychiatrists, by 2032.<sup>23</sup> The Robert Graham Center reports that to maintain current rates of utilization, Louisiana will need an additional 392 primary care physicians by 2030, an overall 15 percent increase compared to the state's current (as of 2010) 2,556 primary care physician workforce.<sup>24</sup>

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<sup>21</sup> In 2020, under the community need "access to care and health education", adolescent health was also defined as a community necessity. However, due to limited resources, TGMC is unable to address this issue specifically. Nonetheless, through a regional approach, "access to care and health education" will be addressed overall and not targeted to one explicit age group.

<sup>22</sup> Office of Disease Prevention and Health Promotion: [www.healthypeople.gov/2020/topics-objectives/topic/Access-to-Health-Services](http://www.healthypeople.gov/2020/topics-objectives/topic/Access-to-Health-Services)

<sup>23</sup> Association of American Medical Colleges: <https://news.aamc.org/press-releases/article/2019-workforce-projections-update/>

<sup>24</sup> Robert Graham Center: [www.graham-center.org/content/dam/rgc/documents/maps-data-tools/state-collections/workforce-projections/Louisiana.pdf](http://www.graham-center.org/content/dam/rgc/documents/maps-data-tools/state-collections/workforce-projections/Louisiana.pdf)

The United States would need additional 95,900 doctors immediately if health care use patterns were equalized across race, insurance coverage, and geographic location. This shortage would be in addition to the number of providers necessary to meet demand in Health Professions Shortage Areas (HPSA) as designated by the Health Resources and Services Administration (HRSA).<sup>25</sup>

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<sup>25</sup> Association of American Medical Colleges: [www.aamc.org/news-insights/press-releases/new-findings-confirm-predictions-physician-shortage](http://www.aamc.org/news-insights/press-releases/new-findings-confirm-predictions-physician-shortage)

Overall Goal: Improve awareness and access to medical services for our community residents.

Anticipated Impact: Increased access to care and services across our service areas.

Community Need: Access to Care and Health Education				
What is the strategy?	Target Population	Goal(s)	Evaluation Methods/Metrics	Partnering Organizations
Increase the number of available physicians in the region.	Residents within TGMC's service area.	TGMC will set priority goals for the following specialties to meet physician recruitment needs. <ul style="list-style-type: none"> <li>- Hematology/Oncology</li> <li>- Emergency Medicine</li> <li>- Internal Medicine</li> <li>- Neurology</li> <li>- Family Medicine</li> <li>- Endocrinology</li> <li>- Hospitalist</li> <li>- Pulmonary</li> </ul>	# of physicians recruited in specialties needed	Practice Link Recruitment Firms Career Fairs Medical Schools Fellowships Residency Programs
Ensure the continuation of medical services at Chabert Medical Center.	Bayou region patients including uninsured and underinsured.	Continue to partner with Ochsner and Terrebonne General Medical Center to operate a safety net facility through a public-private partnership maintaining access to the underserved and underinsured in the region. (Continue to provide management services at Chabert Medical Center-ensuring the continued operation of the facility.)	# of patient volumes  # of payer mix  # of ED volumes	Ochsner management, corporate department staff, and Ochsner specialty departments (CMC and Ochsner)

Provide education on chronic health conditions and healthy nutrition through community education, screenings, and physical activity	Residents within TGMC's service area.	Provide education on chronic health conditions and healthy nutrition through community education, screenings, and consultations.	# of residents in attendance to Kids Fit Fair  # of students in attendance for each Project Lead Presentation  # of total participants for Well and Wise Program  # of educational handouts distributed at Wellness for Life seminars  # of speaking engagements to promote weight management	Terrebonne Parish DA's office Leadership Terrebonne YMCA Terrebonne Parish Public School Houma Television (HTV)
Provide telehealth visits for patients.	Residents within TGMC's service area.	Implement telehealth visits in TGMC clinics.	# of telehealth visits  # of people interested	TGMC Clinics
<b>Community Need: Access to Care and Health Education — Adolescent Health</b>				
Will not be addressed.	None	Not applicable	Not being addressed. Due to limited resources and community partnerships, TGMC is unable to address this issue specifically. Nonetheless, through a regional approach, "access to care and health education" will be addressed overall and not targeted to one explicit age group.	Not applicable

## Priority 5: Cancer

Each year in the United States, more than 1.6 million people are diagnosed with cancer, and nearly 600,000 die from it, making it the second leading cause of death. Breast cancer, lung and bronchus cancer, prostate cancer, colon and rectum cancer, melanoma of the skin, bladder cancer, non-Hodgkin lymphoma, kidney and renal pelvis cancer, endometrial cancer, leukemia, pancreatic cancer, thyroid cancer, and liver cancer are the most common types of cancers.<sup>26</sup> The cost of cancer care is expected to reach almost \$174 billion by 2020.<sup>27</sup>

Lung cancer and colorectal cancer affect both men and women in high numbers; however, in women, breast cancer is the most common; for men, it is prostate cancer. Early prevention screenings coupled with health education/information and engaging in healthy choices can assist in lowering the number of patients with cancer. Regular screenings may find breast, cervical, and colon cancers early when treatment is more likely to be successful. The CDC recommends lung cancer screening for people who have a history of heavy smoking, are a current smoker, or have quit within the past 15 years and are between 55 and 80 years old. Lung cancer screening is recommended for those who are considered high risk.

In 2018, the National Institutes of Health (NIH) reported that in the U.S., the number of new cases of cancer is 439.2 per 100,000 for men and women per year (based on 2011–2015 cases). The number of cancer deaths is 163.5 per 100,000 for men and women per year (based on 2011–2015 deaths).<sup>28</sup>

Within the U.S. cancer mortality is higher among men than women (196.8 per 100,000 men and 139.6 per 100,000 women). When comparing groups based on race/ethnicity and sex, cancer mortality is highest in African American men (239.9 per 100,000) and lowest in Asian/Pacific Islander women (88.3 per 100,000).<sup>29</sup>

Estimated national expenditures for cancer care in the United States in 2017 were \$147.3 billion. In future years, it is predicted that costs will increase as the population ages and cancer prevalence increases. With a larger cancer population, expensive treatment plans will also emerge as typical standards of care; thus, increasing the cost associated with the disease.<sup>30</sup>

Louisiana has one of the highest cancer mortality rates in the nation, with annual statistics having an equivalent of about 160 people dying from cancer in the state weekly.<sup>31</sup>

Reviewing data at the state level, Louisiana's cancer incidence and mortality rates are declining among men in Louisiana. Among Louisiana women, cancer mortality is decreasing; however, cancer incidence rates are increasing, opposite the national trend. Cancer incidence and mortality rates among men and

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<sup>26</sup> National Institutes of Health: [www.cancer.gov/about-cancer/understanding/statistics](http://www.cancer.gov/about-cancer/understanding/statistics)

<sup>27</sup> Centers for Disease Control and Prevention: [www.cdc.gov/chronicdisease/resources/publications/factsheets/cancer.htm](http://www.cdc.gov/chronicdisease/resources/publications/factsheets/cancer.htm)

<sup>28</sup> National Cancer Institute: [www.cancer.gov/about-cancer/understanding/statistics](http://www.cancer.gov/about-cancer/understanding/statistics)

<sup>29</sup> Ibid.

<sup>30</sup> Ibid.

<sup>31</sup> Louisiana Cancer Research Center: [www.louisianacancercenter.org/cancer-in-louisiana/](http://www.louisianacancercenter.org/cancer-in-louisiana/)

women in Louisiana are worse than the national rates for all cancers combined. Cancer remains the second leading cause of death in Louisiana, and both Blacks and Whites in Louisiana have poorer cancer survival than the nation.<sup>32</sup>

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<sup>32</sup> Louisiana Comprehensive Cancer Control Plan 2017-2021:  
[ftp://ftp.cdc.gov/pub/Publications/Cancer/ccc/louisiana\\_ccc\\_plan.pdf](ftp://ftp.cdc.gov/pub/Publications/Cancer/ccc/louisiana_ccc_plan.pdf)



Overall Goal: Provide support to residents living with cancer and assist them to receive treatment and recover with help from a provider and community-based resources.

Anticipated Impact: Increase the number of cancer patients needing care and services.

Community Need: Cancer – Access to Screenings				
What is the strategy?	Target Population	Goal(s)	Evaluation Methods/Metrics	Partnering Organizations
Increase awareness and interest in early detection.	Residents in the TGMC community	Provide outreach events and programs to increase access, awareness, and knowledge of cancer screenings to the community.	# of screenings at Live Well Bayou # of screenings by Early Bird Screening Unit # of TV segments to educate about Cancer & Nutrition # of participants in the U-THRIVE program (training counseling and training as they are being treated for cancer) wellness program # of likes from social media blog posts	Mary Bird Perkins Houma Television (HTV)
Community Need: Cancer – Education/Information				
Increase awareness and provide cancer education.	Residents in the TGMC community	Increase awareness and provide cancer education by providing cancer screenings and educational consultations.	# of TV segments to educate about Cancer & Nutrition # of Early Bird screenings done # of participants in the UTHRIVE program # of screenings offered due to Covid-19	Mary Bird Perkins Houma Television (HTV) School districts

## Moving Forward

This CHNA Implementation Strategy Planning Report maps out “how” Terrebonne General Medical Hospital will leverage its strengths, resources, community outreach programs, and partnerships with community organizations to address the community health needs identified in the 2020 CHNA. The CHNA Implementation Strategy Planning Report builds on the input from diverse community leaders, providers, and individuals and delineates measurable goals, strategies, and metrics designed to impact the overall health and well-being of community residents.

The implementation phase provides a platform for continuing solid relationships with community and national partners and developing new community relationships that will strengthen the ability to address health needs. Throughout the implementation phase, TGMC will track the achievement of goals and strategies, evaluate success in meeting identified community health needs, and broadly communicate progress to the communities it serves.

# Appendices



## Appendix A: Internal Revenue Code 501(r) (3) requirements under the Patient Protection and Affordable Care Act (PPACA)

### Requirements

The requirements imposed by the IRS for tax-exempt hospitals and health systems must include the following:

- Conduct a CHNA every three years.
- Adopt an implementation strategy to meet the community health needs identified through the assessment.
- Report how it is addressing the needs identified in the CHNA and a description of needs that are not being addressed, with the reasons why.

The Department of the Treasury and the IRS require a CHNA to include:

1. A description of the community served by the hospital facilities and how the description was determined.
2. A description of the process and methods used to conduct the assessment.
  - A description of the sources and dates of the data and other information used in the assessment and the analytical methods applied to identify community health needs.
  - A description of information gaps that impact the hospital organization's ability to assess the health needs of the community served by the hospital facility.
  - Identification of organizations that collaborated with the hospital and an explanation of their qualifications.
3. A description of how the hospital organizations took into account input from persons who represent the broad interests of the community served by the hospitals. Also, the report must identify any individual providing input that has special knowledge of or expertise in public health. The report must also identify any individual providing input who is a "leader" or "representative" of populations.
4. A prioritized description of all of the community health needs identified through the CHNA, as well as a description of the process and criteria used in prioritizing such health needs.
5. A description of the existing health care facilities and other resources within the community available to meet the community health needs identified through the CHNA.
6. A description of the needs identified that the hospital intends to address, the reasons those needs were selected, and how the hospital will undertake to address the selected needs.<sup>33</sup>

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<sup>33</sup> The outcomes from the CHNA are addressed through the implementation planning phase.

## Appendix B: Study Area

### Community Served by the Hospital

Houma, "The Heart of America's Wetland", is located on historic U.S. Highway 90 between New Orleans and Morgan City. It is also sometimes called "the Venice of America" due to the numerous bayous and bays in the immediate area, and its strategic location on the Intracoastal Waterway and the Houma Navigation Channel. It is the parish seat of Terrebonne Parish and has a population of about 35,000 residents. Houma was founded in 1834 and incorporated in 1848 and is named after the Houmas Indians. Terrebonne Parish was established on March 22, 1822.

Houma is famous for its Cajun food, charter boat fishing, swamps, Cajun music, and dance halls. Houma also is well known for its birding trails, an exotic wildlife park, museums, Mardi Gras celebrations, and more. It is also close to the Atchafalaya Basin and available are a variety of marsh tours, swamp tours, and airboat tours. The Atchafalaya Basin is the nation's largest river swamp, containing almost one million acres of the nation's most significant bottomland hardwoods, swamps, bayous, and backwater lakes. It is among the most culturally rich and ecologically varied regions in the United States, home to the widely recognized Cajun culture as well as a diverse population of European, African, Caribbean, and Native-American descent. Houma's geographical location produces a combination of deep-sea, coastal, brackish, and freshwater fishing. It is located near Terrebonne Bay, Timbalier Bay and the open expanses of the Gulf of Mexico offers plentiful fishing options including king mackerel, cobia, redfish, speckled trout, bass, and drum.

### Defined Community

A community is defined as the geographic area from which a significant number of patients utilizing hospital services reside. While the community health needs assessment considers other types of health care providers, the hospital is the single largest provider of acute care services. For this reason, the utilization of hospital services provides the clearest definition of the community.

The following table represented the study area focus for the 2020 CHNA. The ZIP codes are based on 80 percent of TGMC's patient discharges. A detailed map of TGMC's geographical location and the markings of its community is pictured on the following map. The map displays the hospital's defined community, which relates to the 13 ZIP codes that define the hospital's community. The service area included a focus in Terrebonne Parish. The information related to the hospital's primary service area is represented in the below map as well as on the proceeding table. (See Table 1).

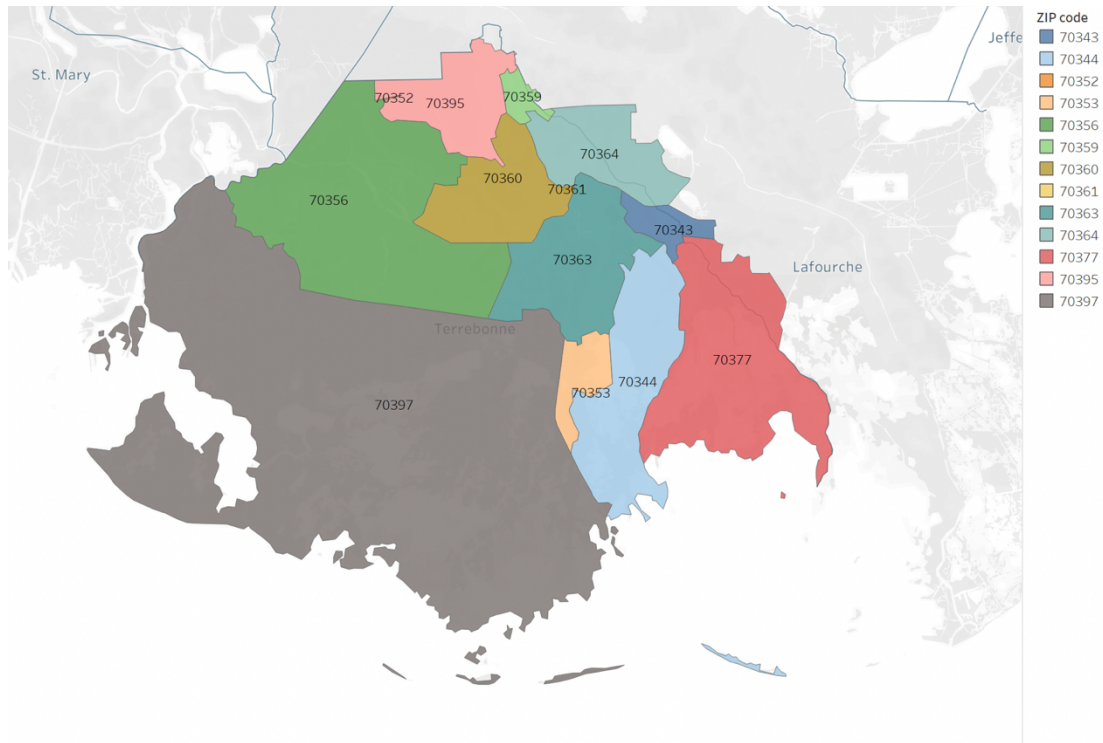
Table 1: Terrebonne General Medical Center - ZIP Code Primary Service Area/Study Area

	ZIP Code	City	Parish
1.	70343	Bourg	Terrebonne
2.	70344	Chauvin	Terrebonne
3.	70352	Donner	Terrebonne
4.	70353	Dulac	Terrebonne
5.	70356	Gibson	Terrebonne
6.	70359	Gray	Terrebonne
7.	70360	Houma	Terrebonne
8.	70361	Bayou Cane	Terrebonne
9.	70363	Houma	Terrebonne
10.	70364	Houma	Terrebonne
11.	70377	Montegut	Terrebonne
12.	70395	Schriever	Terrebonne
13.	70397	Theriot	Terrebonne

## Appendix C: Map of Study Area

The following map geographically illustrates Terrebonne General Medical Center's study area/primary service area by showing the community ZIP codes, which are shaded. In 2019, 13 ZIP codes were identified as the service area for Terrebonne General Medical Center. The service area included a focus in Terrebonne Parish. (See Map 1).

Map 1: 2019 CHNA ZIP Code Study Area/Primary Service Area



Note: 70361 is classified as a P.O. Box

## Appendix D: Community Stakeholders

As a leading healthcare provider, Terrebonne General Medical Center is dedicated to understanding community needs, offering enhancing quality programs to address those needs, and promoting population wellness.

The primary data collected in the CHNA provided invaluable input and ongoing dedication to assisting TGMC in identifying community health priorities and building a foundation upon which to develop strategies that will address the needs of residents in Southeast Louisiana. Below is a listing of community stakeholders who participated in the primary data collection phase.

In alphabetical order by the last name are the community stakeholders who participated in the interview process of the community health need assessment for Terrebonne General Medical Center. (See Table 2)

Table 2: Community Stakeholders

	Name	Organization
1.	Amanda Gibson	Louisiana State University Agricultural Center
2.	Barry Chauvin	Options for Independence
3.	Candice Chauvin	Terrebonne Parish Library System-Dulac Branch
4.	Corine Paulk	Louisiana Indian Education Association (LIEA)
5.	Dr. Chip Riggins	Louisiana Department of Public Health – Office of Public Health Region 3
6.	Dr. Gary Wiltz	Teche Action Clinic
7.	Jeanne Solis	Louisiana Region 3 Office of Public Health
8.	Kristine Strickland	Fletcher Technical Community College
9.	Lenor Curole	Inter-Tribal Council of Louisiana (Houma)
10.	Lonnie Easley	United Way
11.	Lora Ann Chaisson	The United Houma Nation
12.	Lorie Beal	Veterans Administration Regional Program
13.	Dr. Regina Verdin	Fletcher Technical Community College



## Appendix E: Tripp Umbach

### Consultants

Terrebonne General Medical Center contracted with Tripp Umbach, a private healthcare consulting firm with offices throughout the United States, to complete a community health needs assessment (CHNA) and Implementation Strategy Plan (ISP). Tripp Umbach has worked with more than 300 communities in all 50 states. More than one in five Americans live in a community where our firm has worked.

From community needs assessment protocols to fulfilling the new Patient Protection and Affordable Care Act (PPACA) IRS 990 requirements, Tripp Umbach has turned needs assessments into practical action plans with sound implementation strategies, evaluation processes, and funding recommendations for hundreds of communities. Tripp Umbach has conducted more than 400 community health needs assessments and has worked with more than 800 hospitals.

Changes introduced as a result of the PPACA have placed an increased level of importance on population health and well-being and on collaborative efforts among providers, public health agencies, and community organizations to improve the overall health of communities.



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

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