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Beacon Health System's Community Health Needs Assessment (CHNA)

February 26, 2025

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Beacon Community Impact



Disclosures and Conflicts of Interest

- **Neither of today's speakers have any relevant financial conflict, arrangements or affiliations.** They both are excited to share about Beacon's Community Health Needs Assessment results from 2024.

Objectives



1. Understand the methodology used in the 2024 Community Health Needs Assessment.



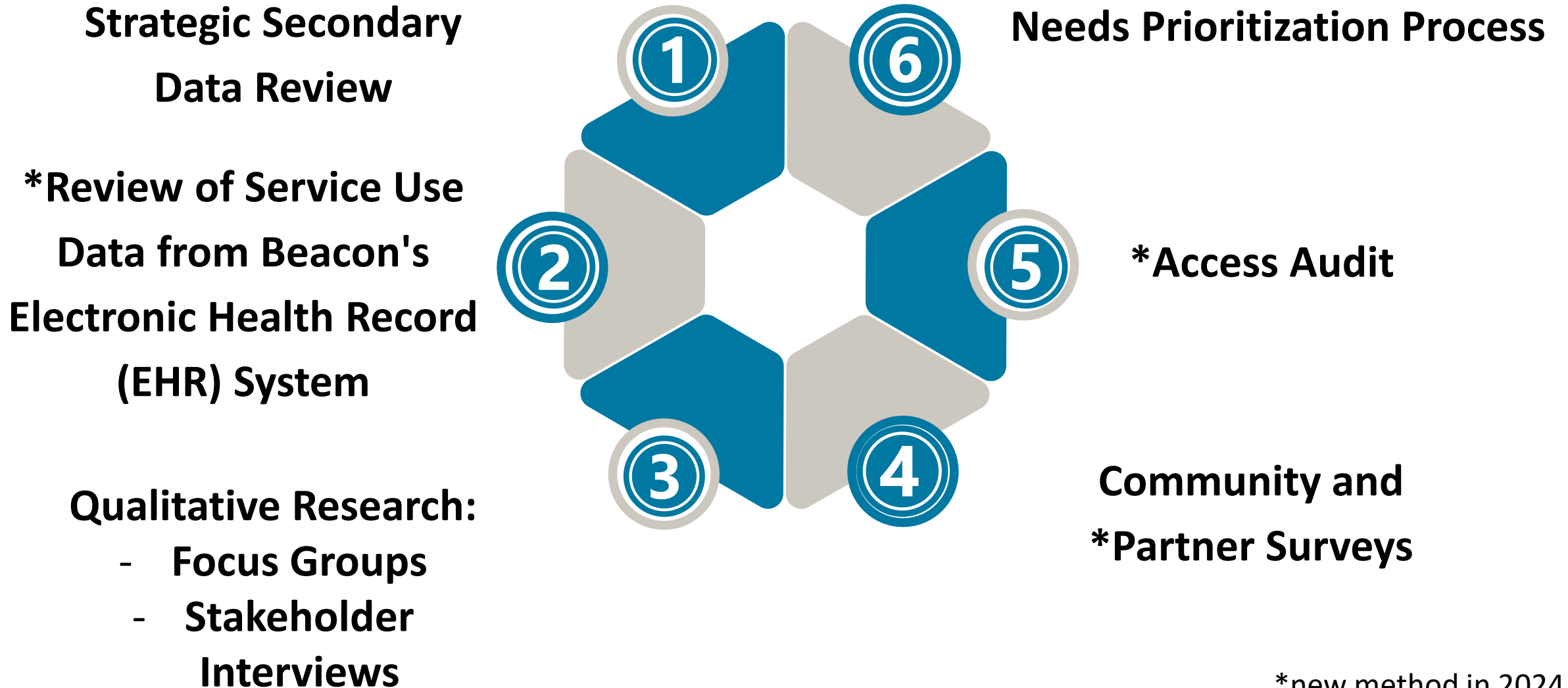
2. Review the key findings from the 2024 Community Health Needs Assessment.



3. Explore how Beacon is addressing the results through its three-year Implementation Strategy Plan.

CHNA Methodology

Conducted Research from February to September 2024



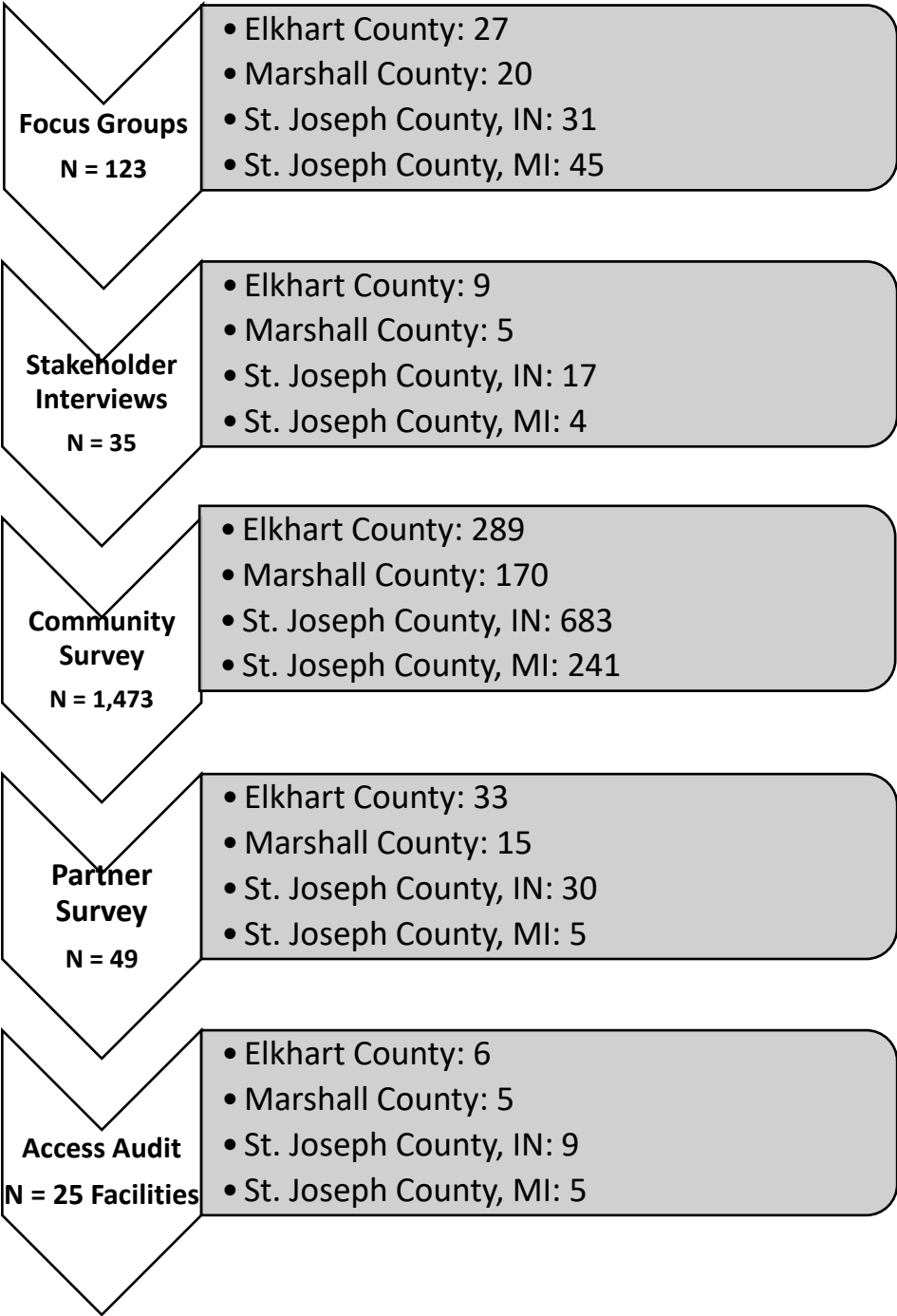
Quantitative and Qualitative Research

Beacon Health Service Area

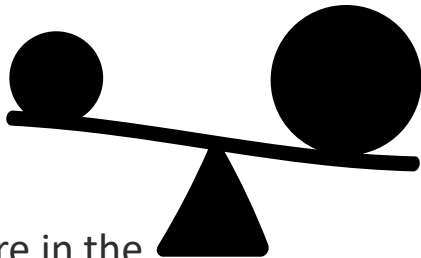
- Elkhart County
- Marshall County
- Saint Joseph County (IN)
- Saint Joseph County (MI)



Reviewed over 200 data measures from secondary sources

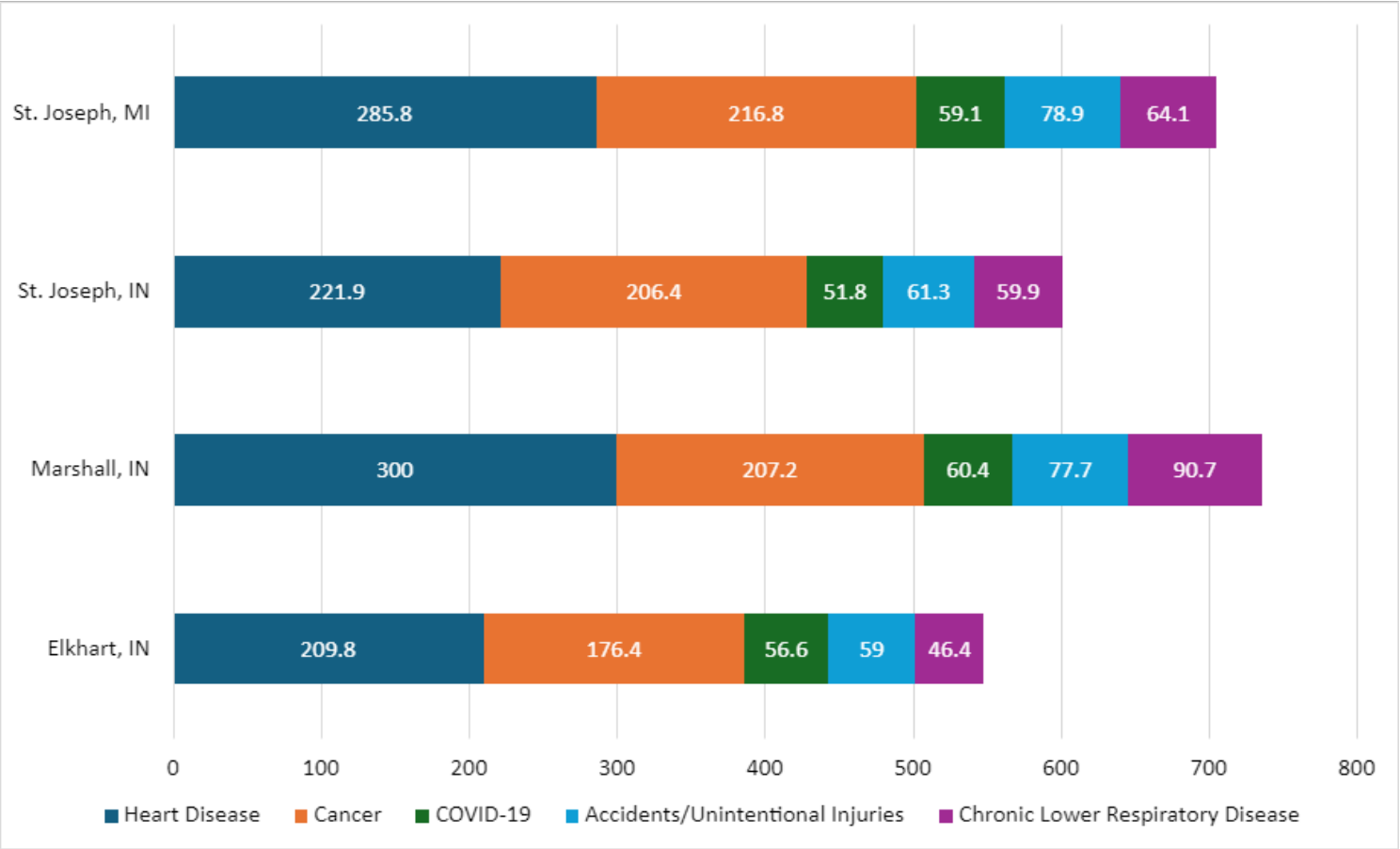


Quantitative Research -Secondary Data

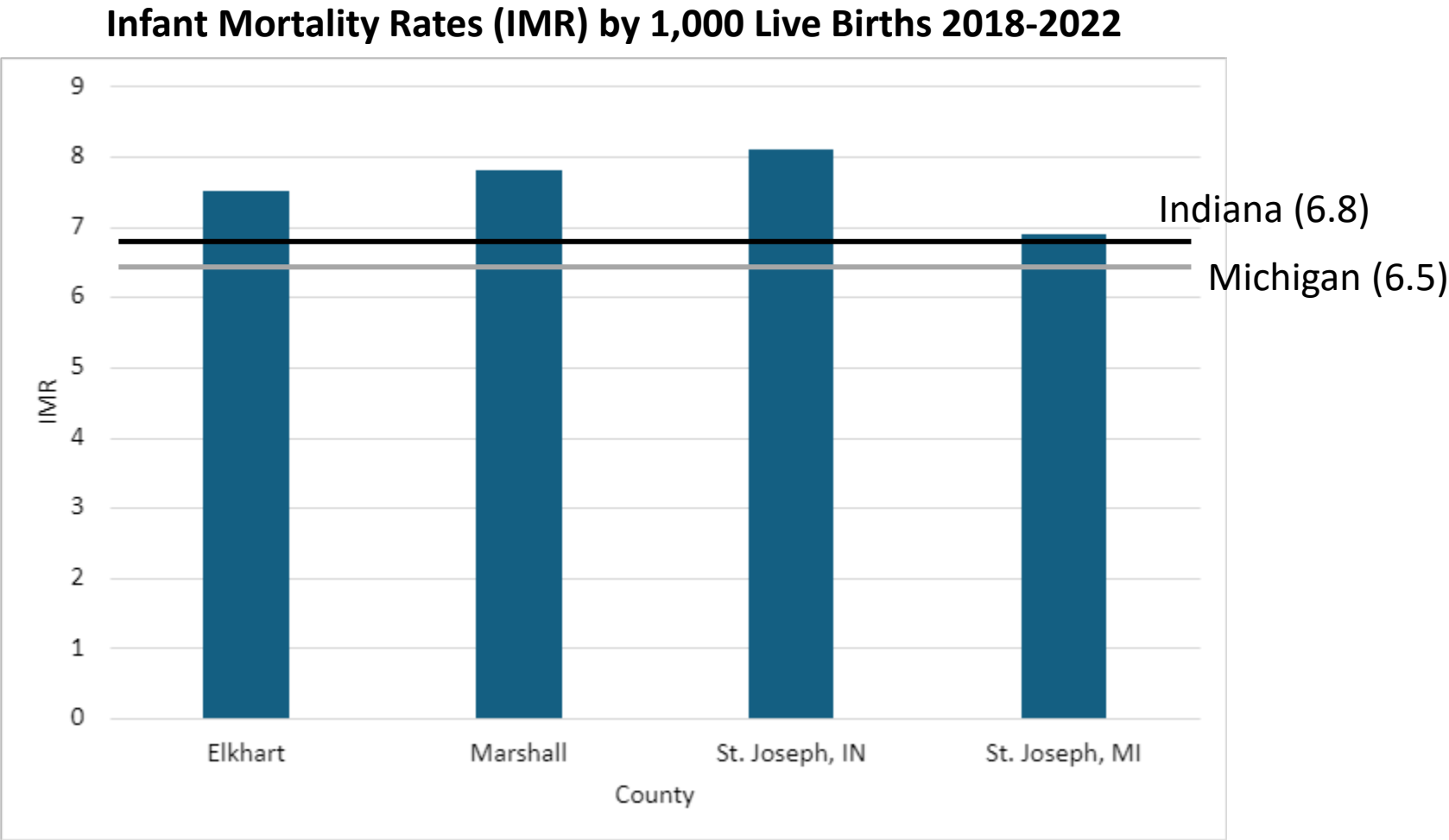


“ There are some parts of the county that have a health expectancy of 90 years. Then there are census tracts that are in the low 60's, which are like Iraq and Syria during their civil wars. Those are very stagnant.

Top 5 Leading Cause of Death per 100,000 Persons

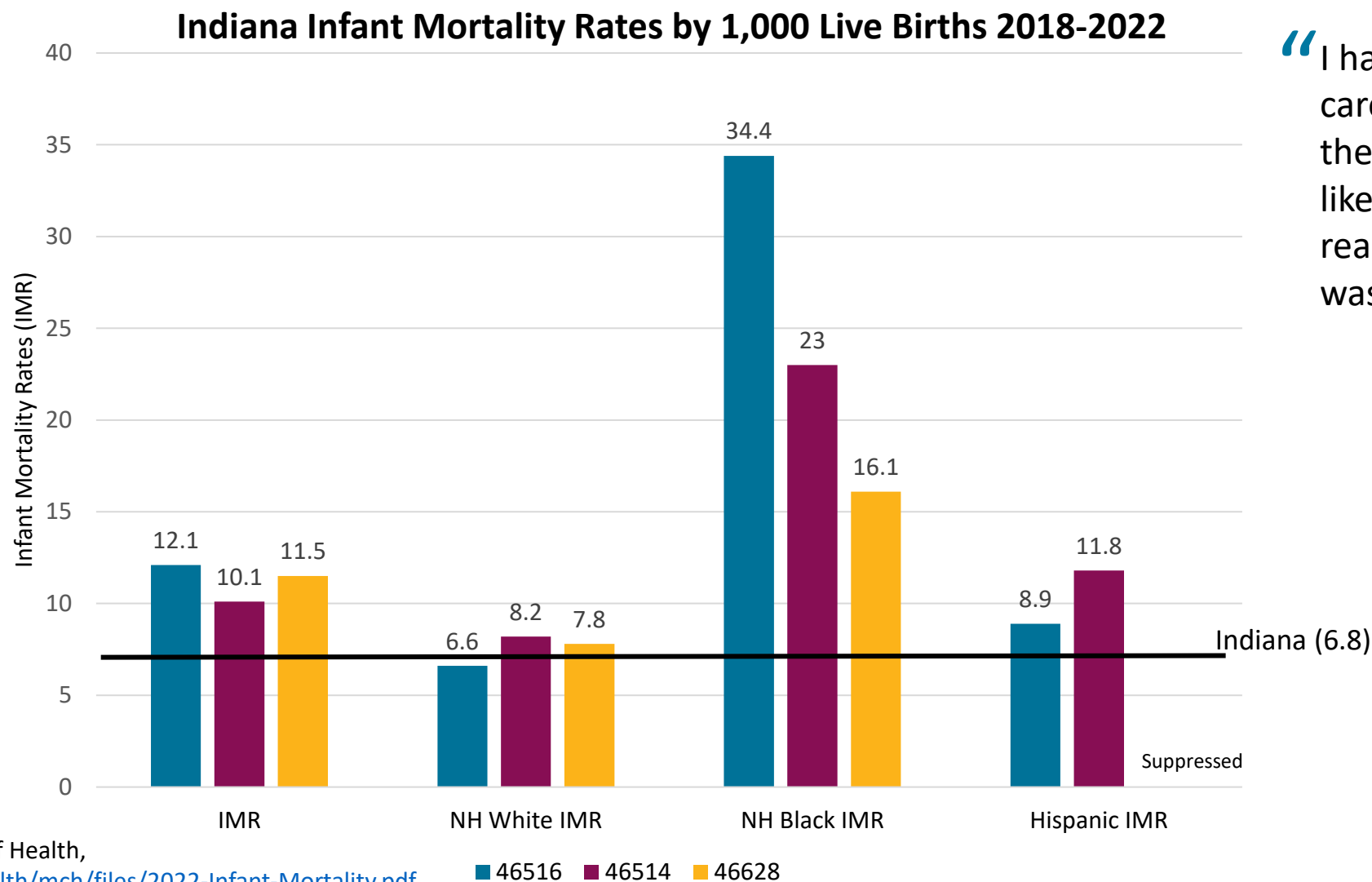


Quantitative Research - Secondary Data



Source: Indiana Department of Health, 2022; <https://www.in.gov/health/mch/files/2022-Infant-Mortality.pdf>
And Michigan Department of Health, 2022; <https://www.mdch.state.mi.us/osr/InDxMain/Tab1.asp>

Quantitative Research - Secondary Data



“I had no prenatal care. So when I got to the hospital they were like, "you're getting ready to deliver." "And I was like, deliver what?"

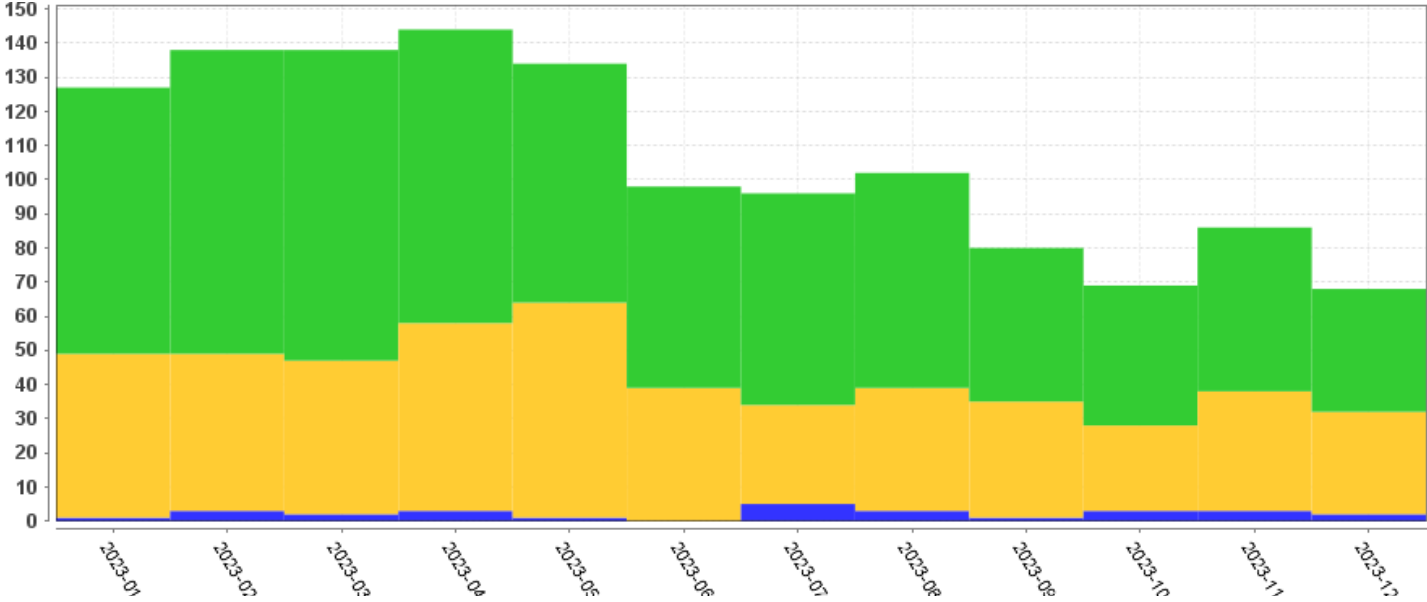
Source: Indiana Department of Health, 2022; <https://www.in.gov/health/mch/files/2022-Infant-Mortality.pdf>

Quantitative Research - Secondary Data

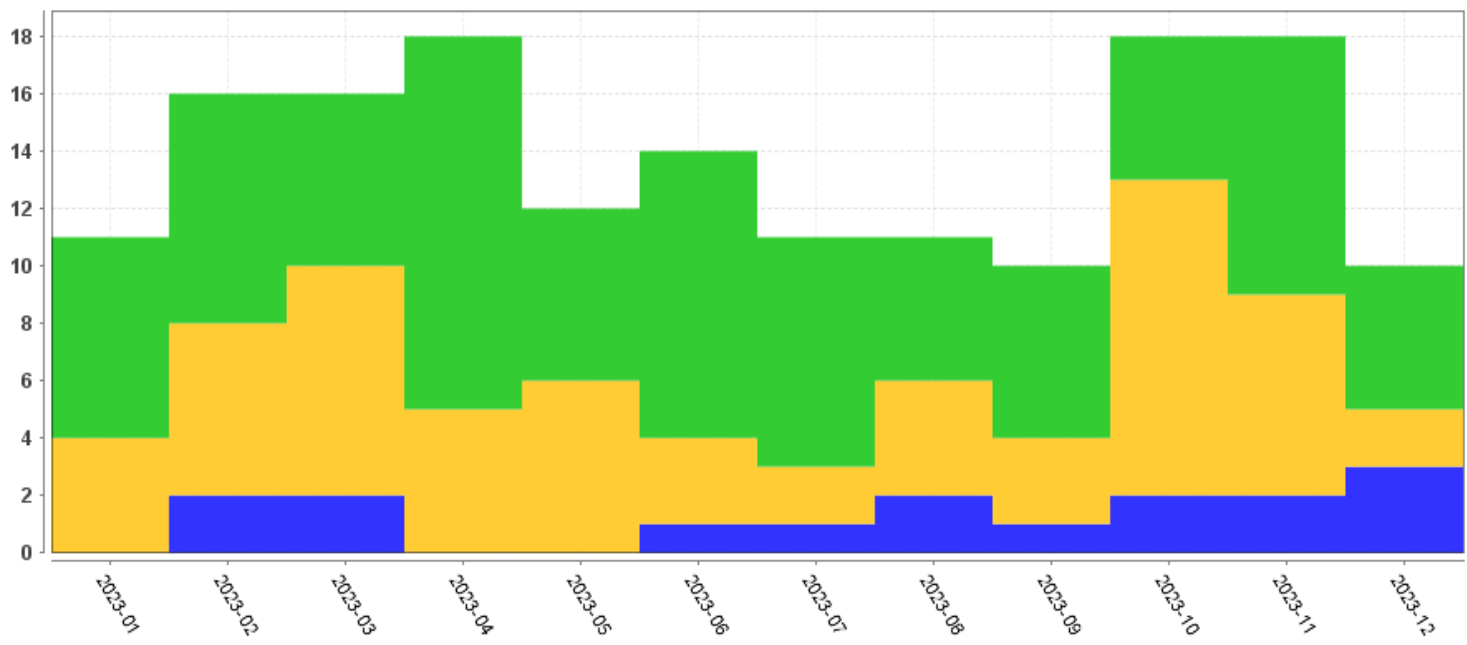
Health System Data - ED

“Some people would benefit from inpatient or more permanent care, and there aren't enough beds. People go to the ER, then they're referred, and it can take weeks for the patients to see a therapist or psychiatrist.

Emergency Department (ED) Visits for Overdoses (Count), 2023



ED Visits for Suicide Attempts (Count), 2023



- Legend:**
- Community Hospital of Bremen
 - Elkhart General Hospital
 - Memorial Hospital of South Bend

Quantitative Research – Community Survey

- 32 Question Survey
- Paper and online versions available in English and Spanish
- Demographics, access to health care, community needs, social connectedness, and health status

Female
(73.5%)

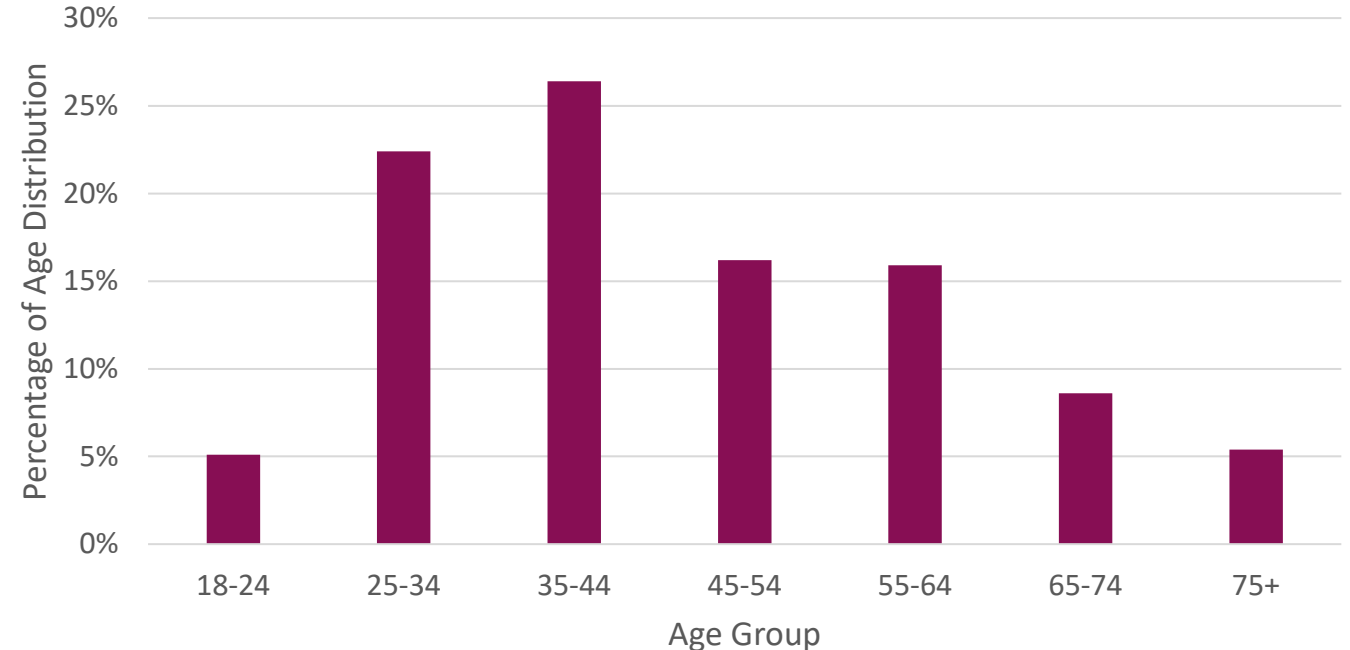
Male (25.2%)

Non-Binary
(0.5%)

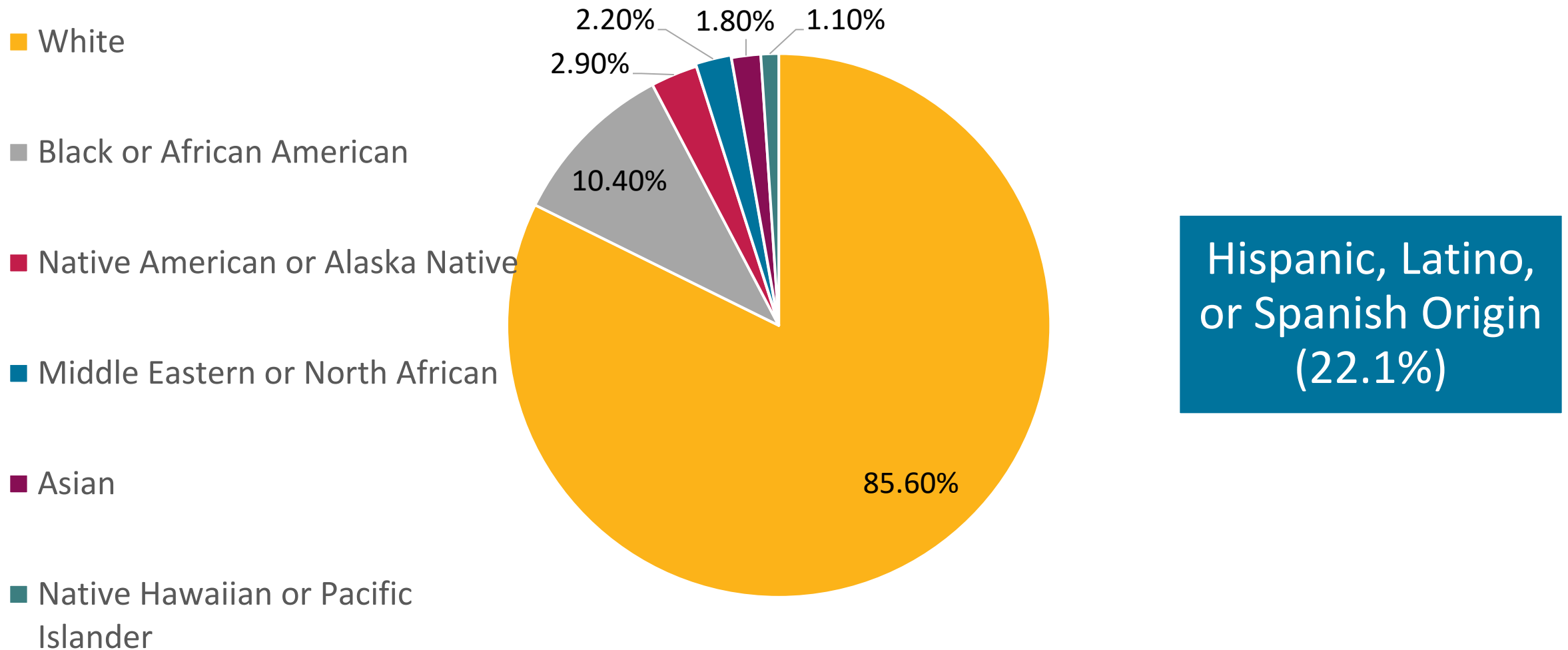
Transgender
Female (0.5%)

Transgender
Male (0.5%)

Total Age Distribution Across all 4 Counties



Quantitative Research – Community Survey

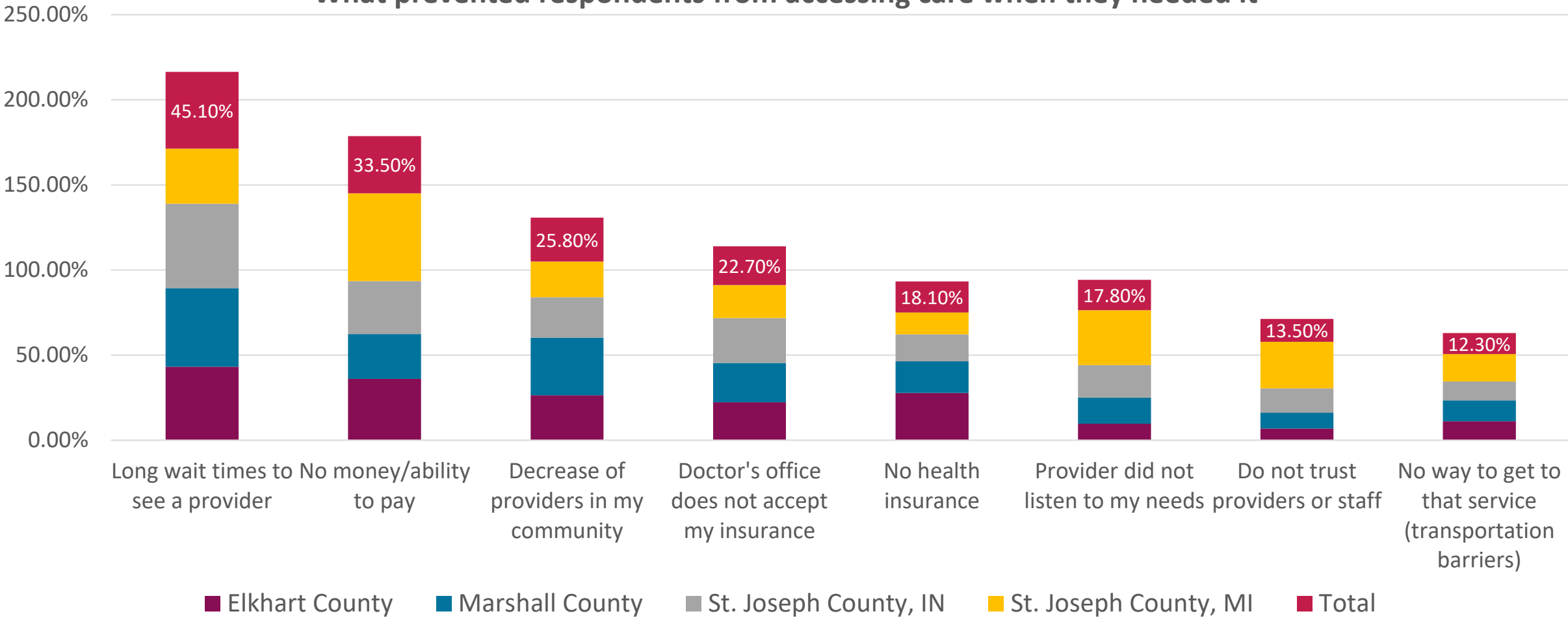


Quantitative Findings - Community Survey

REASONS RESPONDENTS DID NOT ACCESS NEEDED HEALTH CARE IN THE PAST YEAR



What prevented respondents from accessing care when they needed it

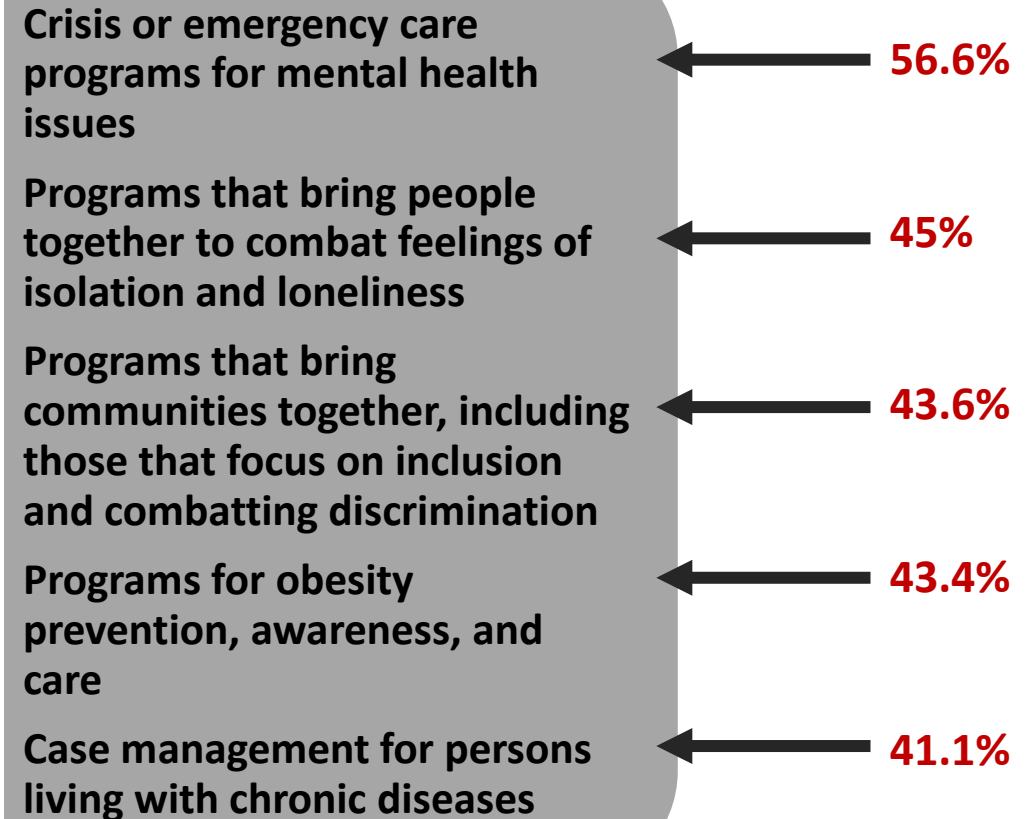


Quantitative Findings - Community Survey

COMMUNITY ISSUE THAT NEEDS MORE ATTENTION FOR IMPROVEMENT IN COMMUNITY – SOCIAL DRIVERS

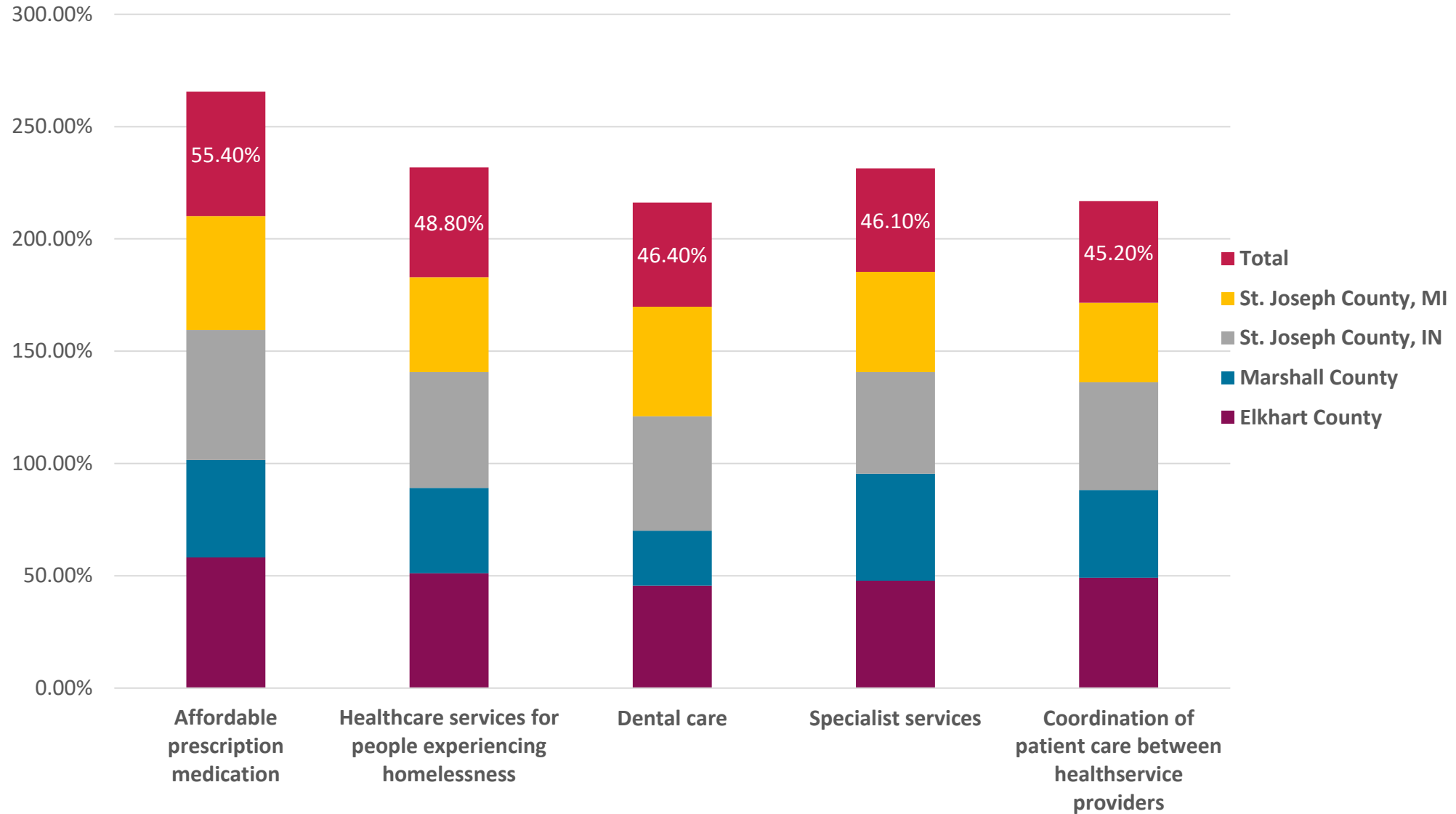


COMMUNITY ISSUE THAT NEEDS MORE ATTENTION FOR IMPROVEMENT IN COMMUNITY – PROGRAMS/SERVICES



Quantitative Findings - Community Survey

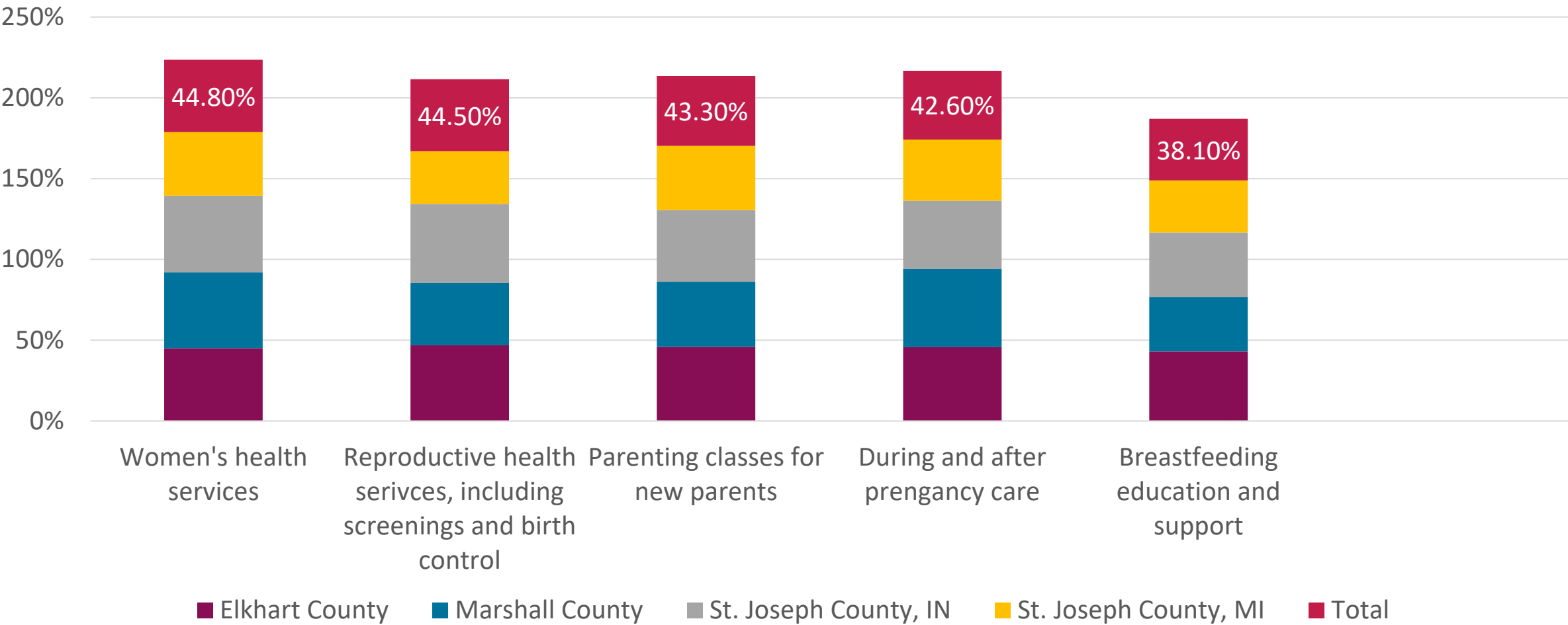
Healthcare Services that Need More Attention for Improvement in the Community



Quantitative Findings - Community Survey



Maternal, Child and Family Services that Need More Attention for Improvement in the Community





Quantitative Research – Community Survey

- Respondent involvement in social or community groups varied:
 - led by participation in church, temple or religious (38.7%) including 52.9% of those from Elkhart County
 - **1 in 3** mentioned participating in a social organization
 - **1 in 4** participate in a volunteer group
- People most commonly **spend 3-5 hours** in the organizations they selected. More time was more commonly reported by those from Marshall County.

Are you involved with any of the following in the community? [check all that apply]	PERCENT OF RESPONDENTS				
	Elkhart	Marshall	St. Joseph (IN)	St. Joseph (MI)	Total
Church, temple, or religious group	52.9%	33.5%	37.0%	36.1%	38.7%
Social organization	30.4%	37.6%	33.7%	33.6%	32.8%
Volunteer group	26.3%	31.2%	24.9%	27.4%	25.8%
Social media group	21.8%	22.4%	21.2%	18.7%	21.2%
School, university, technical training, or adult education	17.3%	17.6%	22.0%	17.8%	19.2%
Neighborhood association or club	14.2%	19.4%	19.3%	16.6%	17.2%
Professional or trade organizations	13.5%	14.1%	13.3%	14.9%	13.7%
Youth-focused organizations or groups	17.0%	14.7%	12.0%	9.5%	12.6%
Recreational or sports club or team	13.5%	14.7%	12.4%	12.4%	12.4%
Senior Center	4.5%	12.4%	9.2%	25.3%	11.1%



Qualitative Findings – Access Audit

Ability of facilities to accept new patients

- 16 of 25 were able to determine if new patients were being accepted
- 14 of the 16 were accepting new patients

Ability of facilities to answer questions and refer caller elsewhere for desired services if unavailable

- Most facilities did not offer names of other organizations or community resources
- Three facilities transferred calls to someone else to provide additional support
- One facility took 15 minutes to thoroughly explain program's services and logistics

How staff inquiries help to determine prospective patient's needs

- Most staff were helpful and informative when caller asked questions
- One healthcare site asked additional questions about insurance type and preference of provider
- Three behavioral health sites asked additional questions to help identify what they were looking for

Ease of speaking with a person

- 4 of 25 answered a staff member
- 20 of 25 had automated answers, with three facilities closed during the lunch hour without an option to connect or leave a message
- 8 of 25 allowed the caller to easily connect with a staff member in less than three minutes
- 6 of the 25 offered phone system options in Spanish

Qualitative Findings – Focus Group and Stakeholder Interviews

Community members and leaders discussed the strengths and needs of the community and how they intersect with individuals' health.

Community members continuously expressed **the importance of a strong community network** for fostering an environment that promotes social, physical, and mental well-being.

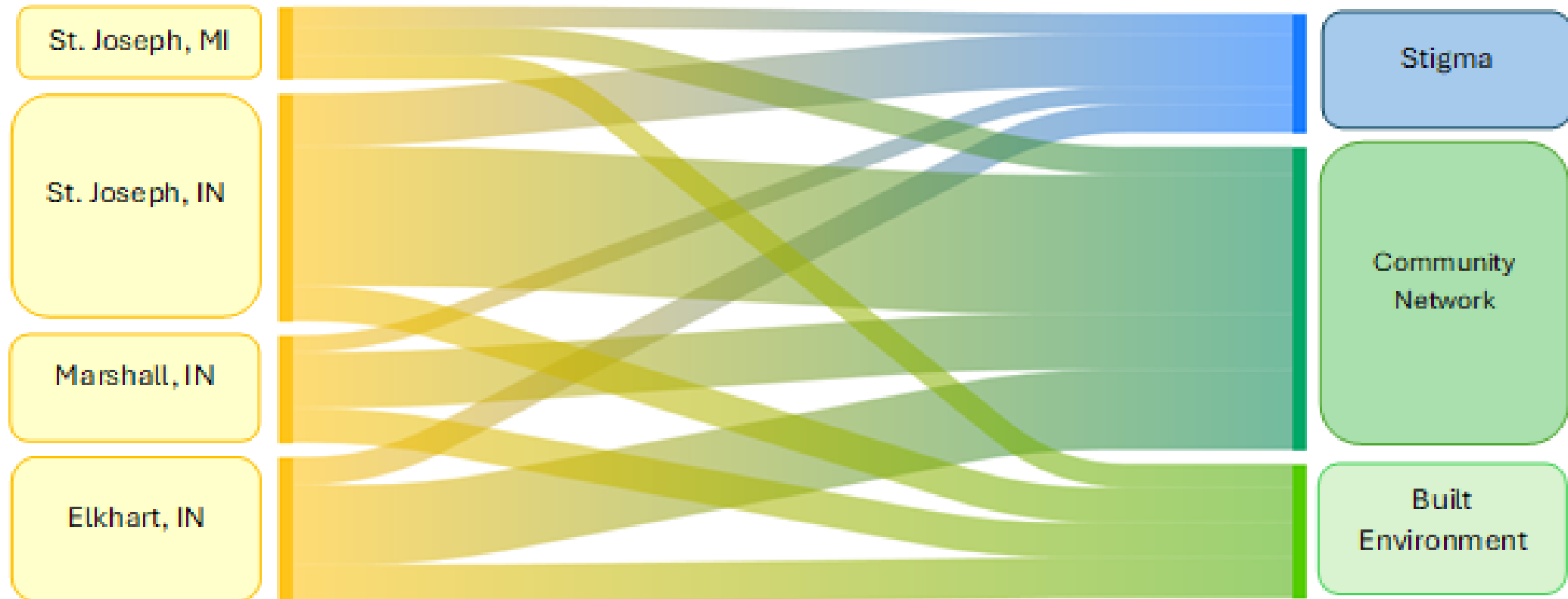
Many focused on the importance of **both inter-personal relationships and inter-organizational relationships**. These sentiments focused on the idea that communities are better when their members work together.



Qualitative Findings – Focus Group and Stakeholder Interviews

The information shared by community members and stakeholders are encapsulated in three major themes:

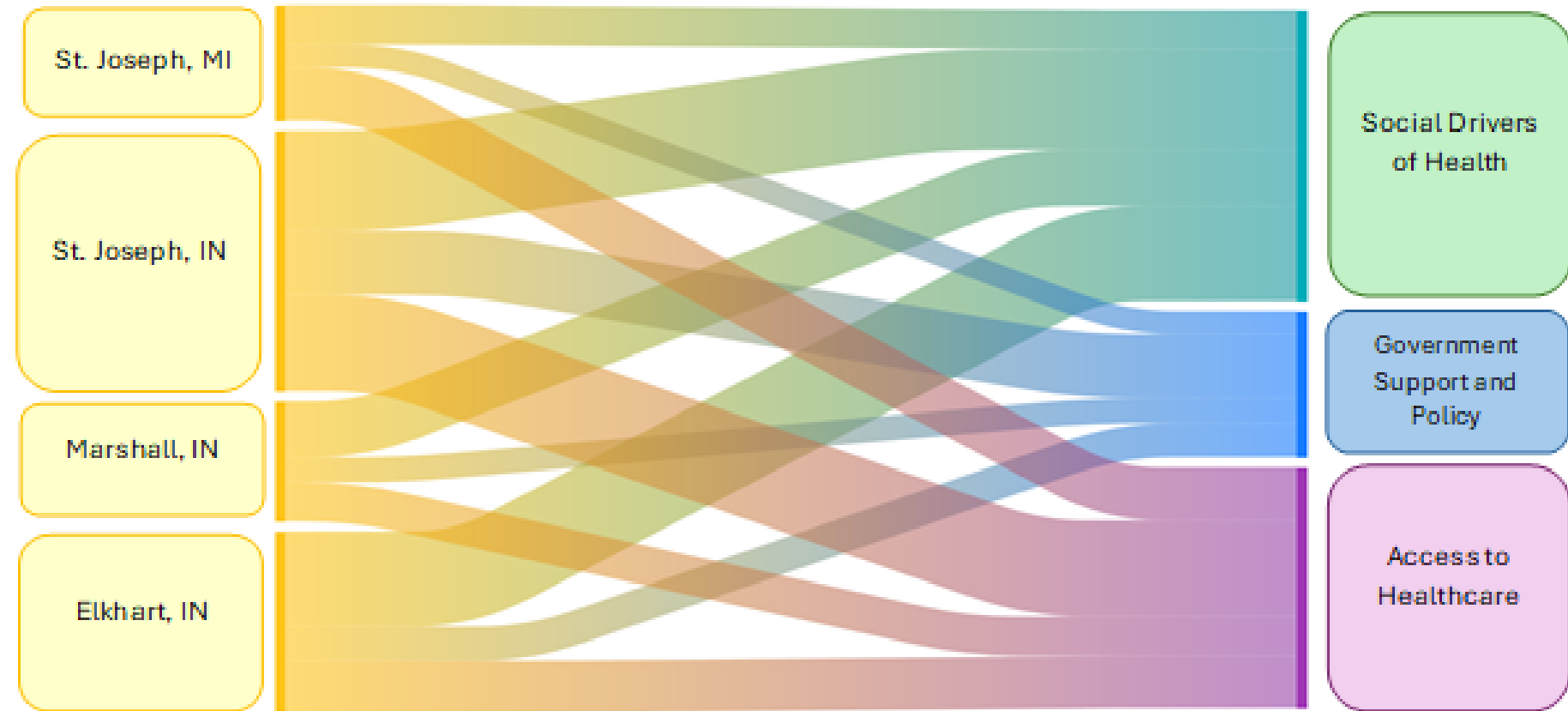
- the presence of **stigma**
- the **built environment**
- the importance of a **community network**



Qualitative Findings – Focus Group and Stakeholder Interviews

N = 150

Community members from each county expressed different community needs which were categorized into the community action needs identified on the right.



These factors often compound on one another to create an intricate cycle of inequity within a community.

Needs Prioritization Results

Top 7 Needs Categories

	Elkhart County	St Joseph County (IN)	Marshall County	St Joseph County (MI)	Total
1	Access to providers	Access to providers	Access to providers	Access to providers	Access to providers
2	Improving health outcomes	Improving health outcomes	Access to care services	Improving health outcomes	Access to care services
3	Access to behavioral health services	Access to care services	Access to behavioral health services	Access to care services	Improving health outcomes
4	Access to care services	Access to behavioral health services	Basic needs	Basic needs	Access to behavioral health services
5	Basic needs	Basic needs	Improving health outcomes	Access to behavioral health services	Basic needs
6	Older adult services	Community engagement	Community engagement	Community engagement	Community engagement
7	Community engagement	Older adult services	Older adult services	Older adult services	Older adult services

Access to Provider Need Detail *Bold indicated proposed focus area*

Primary care provider shortage
Endocrinology
OB/GYN, including childbirth at hospitals
Pediatricians
Rheumatology
Neurology
Podiatry
Community health workers or peer support specialists
Cultural competency of providers (i.e. LGBTQIA+, race/ethnicity, Language, etc.)
Community mistrust of providers in their communities
State line challenges with health insurance coverage between Michigan and Indiana

What's Next?

Publish our Implementation Strategy Plan (ISP) for 2025-2027

- 4 strategies focused on Access to Providers

The ISP will support:

- **Direct Services to Clients**

- Community health workers, insurance navigation, health and wellness prevention programs

- **External Partners**

- Collaborate with and fund community partner organizations through Beacon funding and external grant funding.

- **Capacity Building**

- Grant writing and coordination, data analytics, technical assistance, and community partner relationships.



Thank you!

