



Community Health Improvement Plan Annual Report, 2015

*Florida Department of Health in
Osceola County*

October 2015

Table of Contents

Introduction	3
Overview of Community Health Improvement Plan (CHIP).....	5
Summary of CHIP Annual Review Meeting	9
Strategic Issue Area #1	10
Strategic Issue Area #2	11
Strategic Issue Area #3	13
Strategic Issue Area #4	16
Revisions	22
Accomplishments.....	23
Conclusion	24
Appendices	26
Appendix A: Annual CHIP Review Community Meeting April 2, 2015 Packet.....	27
Appendix B: Annual CHIP Review Community Meeting May 7, 2015 Packet.....	32
Appendix C: Annual CHIP Review Community Meeting June 4, 2015 Packet.....	37
Appendix D: 2015 Osceola Health Summit Report & Attendees.....	42

(Note: A comprehensive list of Osceola Health Leadership Council community partners is included in each of the meeting packets as noted in the sign-in sheets and in the 2015 Osceola Health Summit Report packet for the broader community partners and stakeholders.)

Introduction

This is the 2015 annual review report for the 2013–2016 Osceola County Community Health Improvement Plan (CHIP). The activities and collaborative efforts of the Florida Department of Health in Osceola County (DOH-Osceola) and community partners will be reflected within the report. This document will serve as a progress review of the strategies that were developed and the activities that have been implemented. While the CHIP is a community driven and collectively owned health improvement plan, DOH-Osceola is charged with providing administrative support; tracking and collecting data; and preparing the annual review report.

The Osceola Health Leadership Council (HLC), comprised of Osceola County's key public health system partners and stakeholders, monitors the CHIP on an ongoing basis during monthly meetings. The CHIP's priority areas and strategic objectives are delineated in the *Osceola Community Balanced Scorecard* which contains the goals and assigned owners. The *Community Balanced Scorecard* ensures that the CHIP goals are both meaningful and measurable. Cascading down from the *Community Balanced Scorecard* are the individual CHIP Action Plans that the HLC developed for each goal. These CHIP Action Plans are the working documents that each goal champion, which is an HLC member, prepares as a monthly progress report and presents for discussion at HLC meetings.

In addition to the monthly review of progress, the CHIP annual review process included the following HLC timeline: 1) April 2, 2015 – HLC divided into work groups to begin a Strengths-Weaknesses-Opportunities-Threats (SWOT) analysis of CHIP objectives and review of strategies used to address CHIP action plans; 2) May 7, 2015 – HLC reviewed CHIP SWOT analysis and after this meeting, an online survey was sent to members to capture ideas for opportunities during the month prior to the next meeting; 3) June 4, 2015 – HLC reviewed SWOT analysis; opportunities to move the CHIP objectives forward; and vetting of CHIP focus areas; and 3) September 23, 2015 – vetting of CHIP objectives by an expanded group of approximately 147 community stakeholders during the 2015 Osceola County Health Summit, which was sponsored by DOH-Osceola and Florida Hospital; and co-hosted by Community Vision and the Chamber of Commerce.

During the annual review process, the HLC discussed the SWOT results, availability of community resources, what the partners thought reasonably could be achieved, and other determinants for action. Belinda Johnson-Cornett, DOH-Osceola Administrator and HLC member, presented the CHIP objectives to the expanded community stakeholder group at the 2015 Osceola County Health Summit. **The CHIP annual review process culminated in consensus to keep the same CHIP focus areas and objectives for 2015-16.** These are:

- Improve utilization of available resources
- Increase referrals to connect residents to a Primary Care Medical Home
- Expand primary care capacity
- Improve population-based cardiovascular and diabetes health outcomes

The HLC will continue to meet monthly in 2015-16 to review progress on all action plans and offer course correction when necessary.

HLC partners that actively participated in the April, May, and June 2015 CHIP annual review meetings include the following:

Table 1: 2015 CHIP Annual Review Meeting Participants	
Member	Agency
Belinda Johnson-Cornett	Florida Department of Health in Osceola County
Donna Sines	Community Vision
Sue Ring	Community Vision
Jennifer Stephenson	Catholic Charities of Central Florida
Sandi Grimes	Poinciana Medical Center Hospital
Dorrie Croissant	Florida Hospital
Chris Falkowski	The Transition House
Beverly Hougland	Osceola Council on Aging
Warren Hougland	Osceola Council on Aging
Amanda Kraft	Osceola County District Schools
JoEllen Ravell-Mallone	Victim Services Center
Bakari Burns	Orange Blossom Family Health Center
Ken Peach	Health Council of East Central Florida
Brent Burish	St. Cloud Regional Medical Center
Michael Capranica	Osceola County EMS and Fire Rescue
Debra Perleberg	The Health Insurance Store
Wes Fischer	The Health Insurance Store
Bryan Lee	Osceola Regional Medical Center
Vilma Quintana	Florida Blue
Jim Shanks	Park Place Behavioral Health Center
Clint Diamond	Congressman Alan Grayson's Office
Celestia McCloud	Osceola County Human Services

Note: The sign-in sheet for the 2015 Osceola Health Summit is included in *Appendix E: Attendees at 2015 Osceola County Health Summit*

Overview of the Community Health Improvement Plan (CHIP)

Background – CHIP Development

In early 2013, the Department of Health in Osceola County convened the Osceola Health Leadership Council (HLC) CHIP planning team. (The HLC is comprised of a diverse leadership group of key public health system partners and stakeholders including Board of County Commissioners, government services, school system, local university medical school, healthcare, social services, non-profits, and businesses). The HLC's planning team facilitated the CHIP process using the National Association of City and County Health Official (NACCHO) Mobilizing for Action through Planning and Partnership (MAPP) strategic planning model. The CHIP planning team held a gathering of approximately 130 community stakeholders and key partners on May 2, 2013 for the **2013 Osceola Business of Health Summit**. This collaborative effort included subject matter experts from across a diverse group of partners that conducted the four assessments suggested by the MAPP process. Individually, the assessment yielded in-depth analyses of factors and forces that impact population health. Taken together, the assessment findings contribute to a comprehensive view of health and quality of life in Osceola.

Based on the results of the two Osceola Summits on Health in 2010 and 2011 and the four MAPP assessments, including an analysis of health statistical data and community feedback, the HLC CHIP planning team drafted a list of strategic priorities. The selection process was based on health status indicators; Osceola's population demographics, including segments considered at higher risk of health disparity; socioeconomic and social determinants of health; and available resources. The following criteria also were used to assist in the determination of the most important CHIP strategic objectives:

1. Must move toward addressing a strategic issue
2. Must be realistic
3. Should be attainable in 1-3 years during the MAPP action cycle period
4. Must be measurable

The HLC CHIP planning team presented the drafted strategic priorities for review and vetting during the **2013 Osceola Business of Health Summit**. Strategies that emerged from the Summit breakout sessions served to affirm and further support the strategic objectives.

The HLC CHIP planning team further developed the findings and presented these to the entire HLC committee. The HLC set priorities through a facilitated consensus process by looking for cross-cutting strategic



issues that had emerged. The HLC reached consensus on four strategic issue areas for the CHIP’s Community Balanced Scorecard: 1.0 Community Assets; 2.0 Community Process and Learning; 3.0 Community Implementation; and 4.0 Community Health Status.

See Table 2 below for Strategic Issue Areas/Community Health Priorities and objectives that were developed by the initial workgroup of subject matter experts and vetted by the Osceola HLC.

Table 2: 2013-2016 Osceola County Strategic Objectives	
Strategic Issue / Community Health Priority	Strategic Objectives
1.0 Community Assets	Improve utilization of available resources
2.0 Community Process & Learning	Improve delivery & quality of health care using evidence-based best practices
3.0 Community Implementation	Expand primary care capacity for uninsured / underinsured residents
	Increase referrals to connect residents to Primary Care Medical Home
	Increase capacity of specialty care network
4.0 Community Health Status	Improve population-based diabetes health outcomes
	Improve population-based cardiovascular health outcomes
	Improve population-based fetal and infant mortality / morbidity rates

The HLC developed Osceola’s priorities, goals, targets, and measures and ensured alignment with the Florida Department of Health’s state priorities and the national Healthy People 2020 goals and objectives.

The CHIP’s priority areas and strategic objectives are delineated in the Osceola *Community Balanced Scorecard* which contains the goals and assigned owners. The *Community Balanced Scorecard* ensures that the CHIP goals are both meaningful and measurable. Cascading down from the *Community Balanced Scorecard* are the individual CHIP Action Plans that the HLC developed for each goal. These CHIP Action Plans are the working documents that each goal

owner, which is an HLC member, prepares as a monthly progress report and presents for discussion at HLC meetings. From the 2013 strategic objectives listed in Table 1 above, the HLC revised the objectives in 2014 to the following (the process is documented in the CHIP Annual Review Report, 2014):

1. Improve utilization of available resources
2. Increase referrals to connect residents to a Primary Care Medical Home
3. Expand primary care capacity
4. Improve population-based cardiovascular and diabetes health outcomes

Current CHIP - 2015

The HLC continued the review of CHIP action plans in monthly review meetings during 2015 and held the annual CHIP evaluation / review meetings April 2nd, May 7th, and June 4th, 2015.

OSCEOLA COUNTY HEALTH SUMMIT
 Wed., Sept. 23, 2015
 8:00 am - 1:00 pm
 Osceola Heritage Park Exhibition Hall
 1901 Chief Osceola Trail, Kissimmee, FL
 Breakfast and Lunch provided
 \$15 per person

Presented by:
 FLORIDA HOSPITAL
 Florida HEALTH

Co-hosted by:
 Community Vision
 CHAMBER

In cooperation with the St. Cloud Chamber of Commerce

The HLC also brought together a larger group of stakeholders at the **2015 Osceola County Health Summit**, on September 23, 2015, to continue the annual review process. The CHIP objectives and progress were presented by Belinda Johnson-Cornett, Administrator, DOH-Osceola and HLC member. The attendees participated in vetting of the CHIP objectives for 2015-16. The 2015

annual review process culminated in consensus from the HLC **to keep the same CHIP focus areas and objectives for 2015-16.**

The CHIP 2015-2016 focus areas and HLC champions are:

- 1. Improve utilization of available resources:** this includes the Phone-to-Home patient navigator system and increase number of residents connected to needed health/social services. **Champions:** Donna Sines, Community Vision; Chris Falkowski, Transition House; Vilma Quintana, Florida Blue; and Dan Caprice, Osceola Fire Rescue

- 2. Increase referrals to connect residents to Primary Care Medical Home:** Community awareness campaign to educate residents of the importance of preventive care. Champions: Jen Stephenson-Crouch, Catholic Charities; Bev Hougland, Osceola County Council on Aging; and Jim Shanks, Park Place Behavioral Health Center

- 3. Expand primary care capacity:** To ensure access to health care by increasing the number of residents accessing primary care services at DOH-Osceola's federally qualified health centers. Champions: Belinda Johnson-Cornett, Florida Department of Health/Osceola County and Wes Fischer/Debra Perleberg, The Health Insurance Store

- 4. Improve population-based cardiovascular disease health outcomes**
Champions: Brent Burish, St. Cloud Regional Medical Center; Chris Falkowski, Transition Housing; Amanda Kraft, Osceola District Schools; and Belinda Johnson-Cornett, Florida Department of Health in Osceola County.

- 5. Improve population-based diabetes health outcomes**
Champions: Warren Hougland, Osceola County Council on Aging; Dorie Croissant, Florida Hospital; and Belinda Johnson-Cornett, Florida Department of Health in Osceola County.

Summary of CHIP Annual Review Meetings

The HLC held the 2015 CHIP annual review over the course of three HLC monthly meetings and at a larger community stakeholder gathering at the 2015 Osceola County Health Summit. The following is a brief overview of what was discussed at each meeting:

- April 2, 2015 - HLC divided into work groups to begin a Strengths-Weaknesses-Opportunities-Threats (SWOT) analysis of CHIP objectives and review of strategies used to address CHIP action plans.
- May 7, 2015 – HLC discussed SWOT analysis and opportunities. After the meeting, an online survey was sent to members to further review and determine opportunities to move CHIP objectives forward. Members completed the survey during the month and results were reviewed at next meeting, June 4th.
- June 4, 2015 - HLC reviewed SWOT analysis, survey results, and opportunities to move the CHIP objectives forward. The HLC determined that strategic priorities and CHIP objectives will remain the same for the coming 2015-2016 year.
- September 23, 2015 – Belinda Johnson-Cornett, DOH-Osceola Administrator and HLC member, presented the CHIP objectives to the expanded community stakeholder group at the 2015 Osceola County Health Summit.

The work from the annual review meetings resulted in the decision by the HLC to **keep the CHIP objectives the same for the 2015-2016 year. These are:**

1. Improve utilization of available resources

Champions: Donna Sines, Community Vision; Chris Falkowski, Transition House; Vilma Quintana, Florida Blue; and Dan Caprice, Osceola Fire Rescue

2. Increase referrals to connect residents to Primary Care Medical Home

Champions: Jen Stephenson-Crouch, Catholic Charities; Bev Hougland, Osceola County Council on Aging; and Jim Shanks, Park Place Behavioral Health Center

3. Expand primary care capacity

Champions: Belinda Johnson-Cornett, Florida Department of Health/Osceola County and Wes Fischer/Debra Perleberg, The Health Insurance Store

4a. Improve population-based cardiovascular disease health outcomes

Champions: Brent Burish, St. Cloud Regional Medical Center; Chris Falkowski, Transition Housing; Amanda Kraft, Osceola District Schools; and Belinda Johnson-Cornett, Florida Department of Health in Osceola County.

4b. Improve population-based diabetes health outcomes

Champions: Warren Hougland, Osceola County Council on Aging; Dorie Croissant, Florida Hospital; and Belinda Johnson-Cornett, Florida Department of Health in Osceola County.

(The following section covers each of the CHIP Strategic Issue Areas in more detail)

Strategic Issue Area #1: Community Assets & Education

It is critical that the public health system utilize as many of the community assets as are available. The public health system needs to look at how we can leverage more community resources to work to address our priority health issues; how to best reach out to attract residents, partners, and other resources; and how to develop these assets to improve the public's health.

Goal: Improve utilization of available resources

Strategy 1: Increase distribution of Community Vision Family Resource Guide

Strategy 1.1: To expand the Community Vision Resource Tool to contain health care and related resources to inform residents. **COMPLETED 2014** (listed here to preserve numbering system). Key Partners: Community Vision

Strategy 1.2: To increase the distribution of the Community Vision Resource Tool so that more residents have access to this tool. **Will be ongoing in 2016**. Key Partners: Community Vision and Tupperware Brands

Strategy 1.3: To develop the Community Vision Resource Tool in software application format for use in electronic media. **COMPLETED 2015**. Key Partners: Community Vision and City of Kissimmee

Why this is important to our community:					
Improving the public's health requires an extensive array of community partners. Osceola County is a community with an impressive history of coming together to address the public's health. The community has greatly benefited from the tangible results that have occurred over the past decade based on the needs identified through three iterations of Mobilizing for Action through Planning and Partnerships. With review of available assets and increased community outreach activities, citizens can be educated on available resources and opportunities for improved health.					
Objective	Indicator	Current Level	Target	Status	Explanation of Status*
Objectives listed in the CHIP	**this is the space for the indicator used to measure performance/success**	**current value of the indicator as of last reporting	**Target value set within the CHIP**	**See box below for explanation**	**An explanation of the status given
1.1 Improve utilization of available resources	1.1.1 • Expand Community Vision Community Resource Tool to include health by September 2013.	1.1.1	1.1.1	1.1.1 	<ul style="list-style-type: none"> MEASURE COMPLETED (during 2014 – left in this section to maintain numbering system)
	1.1.2 • Increase distribution of	1.1.2 2,000	1.1.2	1.1.2	

	<p>Community Vision Resource Tool from 2,000 to 2,500 by September 2016</p> <hr/> <p>1.1.3</p> <ul style="list-style-type: none"> Develop Community Resource Tool in software application format by September 2015 	<hr/> <p>1.1.3</p>	<hr/> <p>1.1.3</p> <p>Have a Resource Tool in software application format by June 2014</p>	<p></p> <hr/> <p>1.1.3</p> <p></p>	<p>update content</p> <ul style="list-style-type: none"> 8/2015: Guide designed and printed 8/2015: 3,000 printed copies secured 8/2015: 500 copies distributed to local governments, non-profit agencies and community partners <p>Ongoing distribution in 2016</p> <hr/> <p>1.1.3</p> <ul style="list-style-type: none"> 10/2014: Plan to secure Valencia Community College intern to host focus groups to improve usability of guide. (Completed) Information to be updated for inclusion in web-based guide (Completed) 1/20/15: Hired intern to update content (Completed) 5/2015: Secured web firm to convert guide into online application (Completed) 9/2015: Web based guide launched (Completed) <p>MEASURE COMPLETED (during 2015)</p>
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Strategic Issue Area 2.0: Community Process & Learning

The community process and learning perspective includes ensuring the community achieves improvements in policies and plans; evaluation; health status monitoring; evidence-based research; and the MAPP process. The public health system looks at:

- How can we ensure public health goals influence planning and policy decisions?
- How can we get organizations to work more as a team to benefit the community?
- How best can we learn from monitoring, evaluation, and research to guide policies/plans?

Goal: Improve delivery & quality of health care using evidence-based best practices

Strategy 1: Ensure an increased understanding of asthma and treatment compliance in children 5-12 years old. **COMPLETED 2014** (included here to preserve numbering system)

Key Partners: Nemours Children’s Hospital, University of Central Florida (UCF), and Osceola County Schools.

Strategy 2: Improve senior citizen’s perception of their physical / psychological well-being after attending a 12-week Tai Chi course. **COMPLETED 2014** (included here to preserve numbering system)

Key Partners: Council on Aging and Osceola Regional Hospital.

Why this is important to our community:					
The public health system need to ensure that public health goals influence planning and policy decisions; that organizations work more as a team to benefit the community; and that we use learning from monitoring, evaluation, and research to guide policies and plans.					
Objective	Indicator	Current Level	Target	Status	Explanation of Status*
Objectives listed in the CHIP	**this is the space for the indicator used to measure performance/success**	**current value of the indicator as of last reporting**	**Target value set within the CHIP**	**See box below for explanation**	**An explanation of the status given
2.1 Improve delivery & quality of health care using evidence-based best practices	2.1.1 Increased understanding of asthma and treatment compliance in children 5-12 years old	2.1.1	2.1.1 Offer summer camp for children 5-12 years old by June 2014	2.1.1 	2.1.1 MEASURE COMPLETED (during 2014 – left in this section to maintain numbering system)
	2.1.2 Improved senior citizens' perception of their physical / psychological well-being after attending 12 weeks of Tai Chi classes	2.1.2	2.1.2 Offer Tai Chi classes Osceola Council on Aging by June 2014	2.1.2 	2.1.2 MEASURE COMPLETED (during 2014 – left in this section to maintain numbering system)

Strategic Issue Area 3.0: Community Implementation

3.1 Expand primary care capacity for uninsured / underinsured residents

The priority areas identified in Osceola County's three iterations of MAPP over the past 10 years included increasing numbers of uninsured, lack of primary care services, lack of chronic care services, and inappropriate hospital emergency room utilization for ambulatory care sensitive conditions better treated in a primary care setting. MAPP's findings are clearly validated by the data on primary care provider shortages and preventable hospital stays (as shown by data listed in the CHIP). *County Health Rankings* show Health Factors, including clinical access, are in a slightly upward (negative) trend where Osceola ranked 40th (out of Florida's 67 counties) in 2013; 42nd in 2014; and 45th in 2015. The *County Health Rankings 2015* shows Osceola's ratio of residents to primary care provider (2,113:1) is worse than Florida's average (1,423:1) and the national benchmark (1,045:1). Osceola is federally designated as a Health Professional Shortage Area (HPSA) for primary medical, dental, and mental health. Access to healthcare was identified in community surveys as one of the top five concerns for residents. In this Strategic Area, Osceola's Local Public Health System is addressing the ***Ten Essentials of Public Health Services #7 - Link people to needed personal health services and assure the provision of health care when otherwise unavailable.***

Goal: Expand primary care capacity for uninsured / underinsured residents

Strategy 1: Ensuring clinical care access for Osceola's low income, health disparate, disadvantaged population will have a positive effect on population-based health status indicators.

Key Partners: Florida Department of Health in Osceola County's federally qualified health centers and Catholic Charities of Central Florida

Why this is important to our community:					
One of the main barriers to improving community-wide health outcomes is in ensuring clinical access for the disadvantaged, health disparate populations that tend to have higher rates of chronic diseases and related poor health outcomes. Factors include, but are not limit to, poverty and low health literacy. These social determinants disproportionately affect low income groups. Osceola is a federally designated health provider shortage area in primary medical, dental, and mental health.					
Objective	Indicator	Current Level	Target	Status	Explanation of Status*
Objectives listed in the CHIP	**this is the space for the indicator used to measure performance/success**	**current value of the indicator as of last reporting**	**Target value set within the CHIP**	**See box below for explanation*	**An explanation of the status given
3.1 Increase number of patients accessing primary care services.	3.1.1 • Number of patients accessing primary care services at DOH-Osceola/FQHC health centers from 2012 baseline of 23,221 by 15% in 2016.	3.1.1 2013: 23,030 Data Source: 2013 Unified Data System (UDS)	3.1.1 2016: 26,704 *This will be 15% increase over 2012 baseline	 	3.1.1 • Open new dental facility at St. Cloud center by early 2015. MEASURE COMPLETED (4/1/2015) • 2014: Total patients accessing primary care services = 25,486. This is an increase of 9.1% over 2012 baseline.
	3.1.2 • Offer mobile medical van primary care services 1 day/week in West 192 corridor				3.1.2 

(Strategic Issue Area 3.0: Community Implementation – con’t.)

3.2 Increase referrals to connect residents to Primary Care Medical Home

The priority areas identified in Osceola County’s three iterations of MAPP over the past 10 years included growing numbers of uninsured, lack of primary care services, lack of chronic care services, and inappropriate hospital emergency room utilization for ambulatory care sensitive conditions better treated in a primary care setting. Residents, particularly the disadvantaged, low income, and uninsured, inappropriately utilize Emergency Medical Services (EMS) 911 calls for non-emergency, chronic illness care. Many of these residents do not have a medical home where they can receive primary health care services for ambulatory care sensitive conditions. Inappropriate EMS utilization will be reduced by referring frequent users to a primary care medical home.

Goal: Implement Phone-to-Home Patient Navigator Referral System

Strategy 1: To increase the number of residents connected to needed health / social services by implementing a Phone-to-Home patient navigator referral system to connect residents who are frequent non-emergency users of emergency medical services (EMS) to a Primary Care Medical Home.

Key Partners: Donna Sines, Community Vision; Chris Falkowski, Transition House; Vilma Quintana, Florida Blue; Dan Caprice, Osceola Fire Rescue; and Belinda Johnson-Cornett, DOH-Osceola

Why this is important to our community:					
One of the main barriers to improving community-wide health outcomes is in ensuring clinical access for the disadvantaged, health disparate populations that tend to have higher rates of chronic diseases and related poor health outcomes. Factors include, but are not limit to, poverty and low health literacy. These social determinants disproportionately affect low income groups. Having a Primary Care Medical Home will help ensure these residents have access to healthcare appropriate for their needs.					
Objective	Indicator	Current Level	Target	Status	Explanation of Status*
Objectives listed in the CHIP	**this is the space for the indicator used to measure performance/success**	**current value of the indicator as of last reporting**	**Target value set within the CHIP**	**See box below for explanation**	**An explanation of the status given
3.2.1 Increase number of residents connected to needed health / social services.	<ul style="list-style-type: none"> Decrease number of frequent users of EMS 911 calls for ambulatory care sensitive conditions. 	TBD Need to establish 2015 baseline number of residents connected to needed services.	TBD Develop 2016 target percentage increase in number of residents connected to needed services.		<ul style="list-style-type: none"> Patient Navigator position hired August 2014. Program was set up during the next two months; unable to establish 2014 baseline for number of residents connected to needed health/social services. Will be established December 31st for 2015. Develop target for percentage of increase in number of residents connected to needed health/social services during following year (2016). Consulted with Osceola County and Florida Department of Health legal to ensure health privacy compliance (Completed 3/2015)

Strategic Issue Area 4.0: Community Health Status

4.1 Improve Population-based Diabetes Health Outcomes

Diabetes is the second leading cause of death from chronic diseases in Osceola County. This accounts for 3.4% of all deaths. In terms of the potential for health disparity, the diabetes death rate was higher in the Hispanic and Black populations. Both populations worsened in the rate of diabetes from 2007-09 to 2009-11 (Blacks from 26.5 per 100,000 population to 38.2; Hispanics from 24.9 to 25.3).

Goal: 4.1.1 Improve Population-based Diabetes Health Outcomes

Strategy 1: By improving diabetes health outcomes of the low income, health disparate, disadvantaged population served in Osceola's federally qualified health centers, we will have a positive effect on the overall population-based health status indicators. We will track quarterly measurement through medical record reviews of patients attending the federally qualified health centers; annual reporting for the Unified Data System (UDS) report; and adherence to prescribed treatment regime.

Key Partners: Florida Department of Health in Osceola County's federally qualified health centers.

Why this is important to our community:					
One of the main barriers to improving community-wide diabetes health outcomes is in reaching the disadvantaged, health disparate populations that tend to have higher rates of diabetes and related poor health outcomes. Factors include, but are not limit to, poverty and low health literacy. These social determinants disproportionately affect low income groups.					
Objective	Indicator	Current Level	Target	Status	Explanation of Status*
Objectives listed in the CHIP	**this is the space for the indicator used to measure performance/success**	**current value of the indicator as of last reporting**	**Target value set within the CHIP**	**See box below for explanation*	**An explanation of the status given
4.1 Improve diabetes health outcomes by improving HbA1c levels that are less than/equal to 9 from 2012 baseline of 81.3% to	Percentage of DOH-Osceola/FQHC diabetic patients whose HbA1c levels are ≤ 9. Data Source: DOH-Osceola Quarterly / annual chart audits	73.25% (avg. 2015) Data Source: DOH-Osceola chart audits. <u>Quarterly:</u> 9/14: 80% 12/14: 68% 3/15: 76% 6/15: 69%	85.4% by 2016 (Healthy People 2020 target)		<ul style="list-style-type: none"> • 2014 avg. = 80%; 2015 avg. worsened to 73.25% • Chart audit reports are shared with the clinical providers so they are cognizant of the issues that need addressing. • Providers and clinical support staff continue to educate our patients on the HbA1c levels and encourage them to adhere to the treatment plan to improve their levels.

85.4% by September 2016. (Healthy People 2020 target)					<ul style="list-style-type: none"> • Patients with HbA1c levels higher than 8.5 are referred to Lifestyle Intervention Family Education Diabetes Management program at Council on Aging. They receive classes on nutrition, exercise, medication monitoring, complications, depression, and stress. • 8/14/2015: Hired RN Case Manager for Chronic Disease Management care coordination.
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4.2 Improve Population-based Cardiovascular Health Outcomes

Heart disease is the leading cause of death (26.4% of all deaths) in Osceola County. When heart disease is combined with stroke, these cardiovascular diseases were responsible for 30% of all deaths. In terms of the potential for health disparity, the hypertension death rate trend for the Black population has increased from 2.9 per 100,000 population in 2008-10 to 8.5 in 2009-2011. Reducing hypertension is a controllable risk factor that can have a positive impact on overall population-based cardiovascular health.

Goal: 4.2.1 Improve Population-based Cardiovascular Health Outcomes

Strategy 1: By improving cardiovascular health outcomes of the low income, health disparate, disadvantaged population served in Osceola’s federally qualified health centers, we will have a positive effect on the overall population-based health status indicators. We will track quarterly measurement through medical record reviews of patients attending the federally qualified health centers.

Key Partners: Florida Department of Health in Osceola County’s federally qualified health centers

Why this is important to our community:					
One of the main barriers to improving community-wide cardiovascular health outcomes is in reaching the disadvantaged, health disparate populations that tend to have higher rates of hypertension and other cardiovascular illnesses. Factors include, but are not limit to, poverty and low health literacy. These social determinants disproportionately affect low income groups.					
Objective	Indicator	Current Level	Target	Status	Explanation of Status*
Objectives listed in the CHIP	**this is the space for the indicator used to measure performance/success**	**current value of the indicator as of last reporting**	**Target value set within the CHIP**	**See box below for explanation*	**An explanation of the status given
4.2.1 Improve cardiovascular health outcomes by improving the percentage of adult patient diagnosed with hypertension whose most recent blood pressure was less than 140/90 from 2012 baseline of 56%% to 61.2% by September 2016. (Healthy People 2020 target)	Percentage of DOH-Osceola/FQHC adult patients diagnosed with hypertension whose most recent blood pressure was < 140/90. Data Source: DOH-Osceola Quarterly / annual chart audits	64.5% (avg. 2015) Data Source: DOH-Osceola chart audits. <u>Quarterly:</u> 9/14: 54% 12/14: 60% 3/15: 73% 6/15: 71%	61.2% by 2016 (Healthy People 2020 target)		<ul style="list-style-type: none"> • 2014 avg. = 54%; 2015 avg. improved to 64.5% • Although level has surpassed 2016 target, we will continue monitoring to ensure improvement sustained. • Continue to share chart audit reports with clinical providers so they are cognizant of the issues that need addressing. • Providers and clinical support staff continue to educate our adult hypertensive patients on blood pressure control and encourage them to adhere to the treatment plan to improve levels. • Hired chronic disease nurse case manager to work with patients whose blood pressure is uncontrolled and provide education and monitoring for better outcomes. <p>Completed – 8/14/15 RN Case Manager hired.</p>

4.2 Improve Population-based Cardiovascular Health Outcomes

Heart disease is the leading cause of death (26.4% of all deaths) in Osceola County. When heart disease is combined with stroke, these cardiovascular diseases were responsible for 30% of all deaths. In terms of the potential for health disparity, the hypertension death rate trend for

					<p>in Osceola County. (Trade and vocational schools will be addressed at a future time). Additional policy outcomes to include the adoption of voluntary smoke-free bars and smoke-free housing policies that primarily impact young adults.</p> <p>Tobacco Free Worksites</p> <ul style="list-style-type: none"> • Continue to educate managers and providing assistance via cessation class; 3 Ways to Quit; resident education opportunities; and technical assistance as requested. <p>K-12 School Policy</p> <ul style="list-style-type: none"> • From July 2014 to September 2015: Continue working with stakeholders and partners via School Health Advisory Committee (SHAC). • The <i>School Tobacco Free Environment, Policy 2.90</i> has been updated to include all 12 comprehensive tobacco prevention components and was voted on at the 12/2/14 School Board Meeting for final approval. (Completed) <p><u>Note:</u> The school policy initially was passed in 2012 and the current focus is to increase enforcement and cessation with the schools. Additionally, we are encouraging the district make revisions and improvement to make stronger policy during fiscal year 2014-2015. Policy change will occur overtime at the grassroots</p>
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				●	<p>level through education and awareness.</p> <p>Point of Sale</p> <ul style="list-style-type: none"> January 6, 2014 – County resolution #14-005R passed urging tobacco retailers to stop the sale and marketing of flavored tobacco products in Osceola County. (Completed during 2014) As result of past and current year efforts, resolutions have been passed in the cities of St. Cloud and Kissimmee and Osceola County. Therefore we have completed this area and will focus in 2016 to educate on these resolutions to continue increasing support and encourage actions on the resolutions passed.
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* Note: For the tables above, status indicators are as follows:

-  = Little to no movement towards objective target
-  = Some progress towards meeting the objective target
-  = Reached or surpassed objective target

Revisions

The Osceola Health Leadership Council (HLC) held the 2015 CHIP annual review over the course of three monthly meetings (April 2nd, May 7th, and June 4th) and at a larger community stakeholder gathering at the 2015 Osceola County Health Summit held on September 23, 2015. The Osceola Health Summit, in partnership with both area Chambers of Commerce, brought the corporate sector to the table along with health leaders, hospitals, government, elected officials, school board, university medical school, community-based organizations, faith-based, grassroots, and involved citizenry to determine key, shared priorities.

The process included a CHIP SWOT analysis; an online survey for members to rank opportunities that would help to move the CHIP objectives forward; discussion of key information from the monthly CHIP action plan reports; and presentation/discussion of the CHIP objectives to the expanded community stakeholder group at the 2015 Osceola County Health Summit. The HLC used the information to determine how successful progress has been over the past year for each strategic objective, to decide whether the right strategies had been implemented, and to determine whether the desired outcomes had been achieved and/or have the opportunity to be achieved by the 2016 target date. During the meetings and Summit, discussion took place and attendees had an opportunity to present their view of the CHIP objectives. Based on the discussions,

The work from the annual review meetings resulted in the decision by the HLC to **keep the CHIP objectives the same for the coming 2015-2016 year**. These areas include:

1. Improve utilization of available resources
2. Increase referrals to connect residents to a Primary Care Medical Home
3. Expand primary care capacity
- 4a. Improve population-based cardiovascular disease health outcomes
- 4b. Improve population-based diabetes health outcomes

Accomplishments

Goal	Objective	Accomplishment
1.1 Improve utilization of available resources	1.1.2 Increase distribution of Community Vision Resource Tool from 2,000 to 2,500 by September 2016	1.1.2 <ul style="list-style-type: none"> • An intern was hired to update the content of the Resource Tool. The tool was designed and 3,000 copies were printed. • 500 copies distributed to local governments, non-profit agencies and community partners • Ongoing distribution in 2016
	1.1.3 Develop Community Resource Tool in software application format by September 2015	1.1.3 <ul style="list-style-type: none"> • We secured a Valencia Community College intern to host focus groups to improve usability of the resource tool. • Information to be updated for inclusion in web-based guide was completed. • We secured a web firm to convert the resource tool into an online application. • The web-based resource tool was launched on September 20, 2015.

How it's important for our community:

The Community Family Resource Guide is a tool that connects residents to services. This is a 40-page asset map of services, programs, and amenities that residents can use to connect to their community. It is designed to meet the needs of all populations: those in crisis, long-term residents, and those new to the community. And now with the online capabilities, the guide is accessible on a continuous basis. It can be updated in real time and accessed with a mobile device. This guide ensures we are continuously identifying assets and determining gaps in service. It will be essential as we continue to develop strategies and objectives to address the public's health.

4.2.2 Improve Population-based Cardiovascular Health Outcomes by Reducing Tobacco Usage	4.2.2 Policy change to restrict tobacco usage in certain areas to create smoke-free environments.	<ul style="list-style-type: none"> • The School Tobacco Free Environment, Policy 2.90, has been updated to include all 12 comprehensive tobacco prevention components and was voted on at the 12/2/14 Osceola School Board Meeting for final approval.
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How it's important for our community:

Heart disease is the leading cause of death (26.4% of all deaths) in Osceola County. When heart disease is combined with stroke, these cardiovascular diseases were responsible for 30% of all deaths. In terms of the potential for health disparity, the hypertension death rate trend for the Black population has increased from 2.9 per 100,000 population in 2008-10 to 8.5 in 2009-2011. Reducing tobacco usage is a controllable risk factor that can have a positive impact on overall population-based cardiovascular health.

Conclusion

Osceola County's CHIP serves as a roadmap for a continuous health improvement process for the local public health system by providing a framework for the chosen strategic issue areas. It is not intended to be an exhaustive and static document. We will evaluate progress on an ongoing basis through quarterly CHIP implementation reports and monthly discussion by the Osceola Health Leadership Council and other community partners.

Osceola County is part of the Central Florida Community Benefit Collaboration in which a three-county region (Osceola, Orange, and Seminole Counties) is working together to develop our 2016 Community Health Assessment (CHA). Included in the collaborative are area hospitals and county health departments. The health needs will be assessed at the regional level as well as at the individual county level. Individual county level qualitative input will be gathered from community partners, stakeholders, consumers, and the public.

As Osceola County conducts the 2016 CHIP Annual Review by September 2016, we will utilize the review analysis as well as data from the 2016 CHA to create the 2017 CHIP. The CHIP will continue to change and evolve over time as new information and insight emerge at the local, state and national levels. By working together, we can have a significant impact on the community's health; improving where we live, work and play; and realize the vision of a healthier Osceola County.

A Word About...Osceola Health Summits

The Health Leadership Council has spent a great deal of effort to ensure the state of Osceola's Health is communicated community-wide to varied audiences. The successful 2013 and 2015 Health Summits, in partnership with the Chambers of Commerce, have effectively engaged the business community in the healthcare discussion. Additionally, the highly competitive local hospital systems all presented their priorities and provided sponsorships. With emphasis on how poor health outcomes impact productivity and the "bottom line", there is real recognition that health is everybody's business.

2015 Osceola Health Summit – September 23, 2015

Community Engagement Survey Results

Attendee surveys were distributed at the close of the event to garner feedback on event elements such as overall event experience, session content, logistics, and other issues. Summary findings include:

- 92% of respondents either agreed or strongly agreed that their opinions were valued.
- 75% of respondents felt there was enough time for participant input
- 92% felt Summit topics met the needs of the community
- 92% felt the Summit location and time met their needs
- 100% of respondents either agreed or strongly agreed that they would return to another Osceola Health Summit

Comments indicated interest in expanding topics to include transportation / access to care; healthcare costs and affordability; mental health programs; and healthcare for the homeless.

Appendices

The following appendices are included in the 2015 CHIP Annual Review Report:

1. Annual CHIP Review Community Meeting April 2, 2015 Packet with Agenda, Meeting Minutes, and Sign-in Sheet
2. Annual CHIP Review Community Meeting May 7, 2015 Packet with Agenda, Meeting Minutes, and Sign-in Sheet
3. Annual CHIP Review Community Meeting June 4, 2015 Packet with Agenda, Meeting Minutes, and Sign-in Sheet
4. 2015 Osceola Health Summit Summary Report & Attendees

(Note: A comprehensive list of Osceola Health Leadership Council community partners is included in each of the meeting packets as noted in the sign-in sheets and in the 2015 Osceola Health Summit Report packet for the broader community partners and stakeholders.)



Agenda
Health Leadership Council
April 2, 2015

- I. **Call to Order** Ken Peach, Chairperson

- II. **Approval of March 5, 2015 Minutes**

- III. **Order of Business**
 - a. **CHIP Prioritized Strategies SWOT Analysis – WEAKNESSES**
Priority Strategies work team breakouts – review of weaknesses

 - b. **Leadership Osceola Health Day Review**

 - c. **Osceola County Health Rankings** Belinda Johnson-Cornett

 - d. **SCALE Initiative Status** Ken Peach

 - e. **Phone to Home Update** Ken Peach & Belinda Johnson-Cornett
Cornett

 - f. **Health Issues Discussion** Belinda Johnson-Cornett
 - Trauma
 - Injury
 - Cancer
 - Mental Health/Substance Abuse

- IV. **What's Up/New Business**

- V. **Adjournment**

Minutes
Health Leadership Council
April 2, 2015

I. Call to Order Ken Peach, Chairperson

Summary: Chair Ken Peach called the meeting to order at 8:32 a.m. Introductions immediately followed.

Present: Brent Burish, Bakari Burns, Dorie Croissant, Chris Falkowski, Wes Fischer, Sandi Grimes, Warren Houglund, Belinda Johnson-Cornett, Amanda Kraft, Bryan Lee, Celestia McCloud, Ken Peach, Vilma Quintana, Jim Shanks, Jill Slaff, Jennifer Stephenson, Debra Perleberg, Clint Diamond (guest), Donna Sines (staff) and Sue Ring (staff).

II. Approval of March 5, 2015 Minutes

Summary: The minutes of the March meeting were presented for approval. Belinda Johnson-Cornett motioned for approval. Amanda Kraft motioned for approval. Minutes approved as presented.

III. Order of Business

a. Health Department Primary Care Funding Update

Summary: Belinda Johnson-Cornett reported that as of November 2016, state funding will no longer be available to primary care at Florida Health Departments include Osceola Co. All primary care operations will be provided by the FQHCs. All primary care operations will be separated from the Health Dept. operations. To the patient, the transition will be seamless and services will look the same. The staff will no longer be state employees but employees of the FQHC. The community board of the FQHC will need to apply for funding to cover primary care services. The question moving forward will be how do we fund public health? This topic can be part of the Business of Health summit with the Chamber scheduled for September 23rd.

b. Alan Grayson's Health Proposal

Summary: Clint Diamond from Alan Grayson's office stopped by to explain an initiative Senator Grayson would like to implement providing vision, dental and hearing services to seniors. Since Medicare does not cover dentures, hearing aids or eyeglasses, Sen. Grayson would like to introduce the "Seniors have Eyes, Ears and Teeth" bill to help seniors access these services. Staff is in the early stages of determining the need and viability. Senator Grayson anticipates a cost of \$500K-\$1M/year and the funds would need to come from the County annually. The first step would cover eyeglasses. Clint asked for input regarding proposed need for vision services. Committee suggested he work with Lions Club to determine service need. They also suggested partnering with managed care programs to control costs.

c. Leadership Osceola Health Day Planning

Summary: Ken presented the proposed Leadership Health Day agenda. Activities and discussion points will cover public, mental and private health. Donna thanked Ken and Belinda for putting together a well-rounded day.

d. County Health Rankings

Summary: Belinda reported the County’s overall health rankings have improved. Progress has been made in access to clinical care, mental health, and primary care. Dental care still lags in capacity, especially for low income adults. There was also a decrease in the social/economic rankings. The health rankings can help us in determining goals and strategies for the CHIP plan. Ken distributed a handout showing how health rankings are measured and calculated.

e. SCALE Update

Summary: Ken reported Osceola has been selected as a finalist (one of 47) for the SCALE grant project. We hope to be one of 20 communities selected to receive mentorship and guidance in improving health outcomes. A finalist phone interview will be held 4/13.

f. Phone to Home Update

Summary: Belinda reported this program moves forward. It provides a patient navigator to work with “EMS Frequent Flyers” = individuals who have been identified as frequent users of 911 inappropriately. The patient navigator will complete a psycho-social assessment to connect person to additional community services thus reducing EMS calls. A brochure will be ready for the next Health Leadership meeting. The program would roll out May/June. Possible connection can be made to the COA’s Care Companion program (connecting frail seniors to senior companion). Additionally, Donna reported there is a software program – SPIRIT – that can integrate case management with health & social services. Perhaps they would be interested in a demonstration at the Summit.

g. Health Issues Discussion

Summary: Belinda Johnson-Cornett reminded the Health Committee that the Health Dept. must have discussions and review specific health issues and how they impact community health. These subjects also impact overall health rankings. The goal is to show what our community is doing and can/needs to do to improve overall community health rankings. The health issues for discussion included:

- Trauma
- Injury/Domestic Violence
- Cancer
- Mental Health/Substance Abuse

These discussions will ensure CHIP strategies address key community issues. Council members then reviewed strategies and challenges around the specific topics.

Cancer: The Susan B. Komen Foundation reported last month of their focus to increase outreach and services in Osceola Co. Additionally, Ken reported on the HCECF effort, a cancer control collaborative to focus on 3 primary areas: Prevention, Provider Network and Survivor. There is a 35 member group that will redevelop a web component. There is no fee for being listed and it has been a 2 ½ year regional effort.

Mental Health: Jim Shanks reported that though there had been talk of increased funding and support legislatively for mental health, that has not come to be as of yet. Medicaid expansion would help fund increased services tremendously but that effort has stalled. Additionally, LIP dollars are threatened. Medication management is a big service need. Jim is seeking money to hire a psychiatric nurse practitioner at the health clinic to help those precariously housed and young populations. Park Place has an open access policy which has raised productivity to 90%. They have also increased mental health services and depression screening at the Health Dept. The groundbreaking for the bed expansion and triage center is next Tuesday, 4/7 @ 11am. The beds will be open in 30 days including an increase of children's beds from 8 to 20.

Trauma/Injury: Osceola Regional continues to work with the Victim Services Center to establish an Osceola Medical Director. April is Child Abuse Prevention month and 4/17 is Blue Day where people are encouraged to wear blue to raise awareness. DCF is conducting a comprehensive study to determine gaps in service.

IV. CHIP Prioritized Strategies SWOT Analysis – WEAKNESSES

Summary: The council broke out into assigned work groups to analyze and develop strategies addressing CHIP action plans. Committee will send results to Sue.

V. New Business

- **Community Vision's** Bank of America Neighborhood Builders Reception is Monday, April 27th from 5:30 to 7:30 at the Osceola Council on Aging.
- **Health Care Symposium** will be held at UCF 4/22. The focus will be on the recent effort in Bithlo to improve health outcomes by addressing physical and socioeconomic health of a community.

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VI. Adjournment

Summary: With no further business to discuss, the meeting was adjourned at 10:05 a.m.

Health Leadership Council
April 2, 2015

Sign In	First	Last	Agency	Address 1	City	ST	Zip	Phone	Email
	Patria	Alguila	Hispanic Health Initiatives	201 Live Oaks Blvd.	Casselberry	FL	32707	407-339-2001	patricia@hhi2001.org
	Lisa	Barkley MD	UCF College of Medicine	6850 Lake Nona Blvd.	Orlando	FL	32827	407-266-1021	lisa.barkley@ucf.edu
ES	Brent	Burish	St. Cloud Regional Medical Center	2906 17th Street	St. Cloud	FL	34769	407-498-3431	brent.burish@hma.com
BP	Bakari	Burns	Healthcare for the Homeless	2198 Four Winds Blvd.	Kissimmee	FL	34746	407-428-5751	bburns@hcch.org
dc	Dorie	Croissant	Florida Hospital	2400 Bedford Rd., 2nd Floor	Orlando	FL	32803	407-303-5549	dorie.croissant@flhosp.org
	Lui	Damiani	Victim Services Center	2111 E. Michigan St. #210	Orlando	FL	32806	407-254-9386	lui.damiani@victimservicecenter.org
PK	Chris	Falkowski	The Transition House	3800 5th Street	St. Cloud	FL	34769	407-892-5700	chris@thetransitionhouse.org
WF	Wes	Fischer	The Health Insurance Store	1007 E. Vine Street	Kissimmee	FL	34744	407-932-0023	wes@4insurancestore.com
	Tom	Griffin	The Transition House	3800 5th Street	St. Cloud	FL	34769	407-892-5700	tom@thetransitionhouse.org
bray	Sandi	Grimes	Poinciana Medical Center	341 Cypress Parkway	Kissimmee	FL	34758	407-530-2006	sandra.grimes@hcahealthcare.com
	Beverly	Houglan	Osceola County Council on Aging	700 Generation Point	Kissimmee	FL	34744	407-846-8532	houglanb@osceola-coa.com
W	Warren	Houglan	Osceola Council on Aging	700 Generation Point	Kissimmee	FL	34744	407-846-8532	houglanw@osceola-coa.com
BOC	Belinda	Johnson-Cornett	Osceola County Health Dept.	1875 Boggy Creek Rd.	Kissimmee	FL	34744	407-343-2076	belinda_johnson-cornett@doh.state.fl.us
	Jake	Kirchner	Florida Hospital	2450 N. Orange Blossom Trail	Kissimmee	FL	34744	407-846-4343	jake.kirchner@flhosp.org
HLK	Amanda	Kraft	Osceola County District Schools	817 Bill Beck Blvd.	Kissimmee	FL	34744	407-870-4600	krafta@osceola.k12.fl.us
CRM	Robert	Kraeger	Osceola Regional Medical Center	700 W. Oak St.	Kissimmee	FL	34741	407-518-3602	robert.kraeger@hcahealthcare.com bryan.lee@hcahealthcare.com
	Celestia	McCloud	Osceola County Human Services	330 N. Beaumont Ave.	Kissimmee	FL	34741	407-742-8400	celestia.mccloud@osceola.org
	Patty	McWhirter	Healthy Start of Osceola	1014 Pennsylvania Avenue	St. Cloud	FL	34769	407-891-9199	pattyhealthystartoc@earthlink.net
	Barbara	Meeks	Nemours Children's Hospital	13535 Nemours Parkway	Orlando	FL	32827	407-650-7046	bmeeks@nemours.org
	Josephine	Mercado	Hispanic Health Initiatives	201 Live Oaks Blvd.	Casselberry	FL	32707	407-339-2001	josephine@hhi2001.org
KCP	Ken	Peach	Health Council East Central Florida	2461 W. SR426 #2041	Oviedo	FL	32765	407-977-1610	kpeach@hcecf.org
VQ	Wilma	Quintana	Florida Blue	610 Crescent Executive Court, #600	Lake Mary	FL	32746	407-833-7874	wilma.quintana@bcbsfl.com
	JoEllen	Revell-Mellone	Victim Services Center	2111 E. Michigan St. #210	Orlando	FL	32806	407-254-9386	joellen.revellmellone@victimservicecenter.org
	Sue	Ring	Community Vision	704 Generation Point #101	Kissimmee	FL	34744	407-933-0870	sring@communityvision.org
JR	Jim	Shanks	Park Place Behavioral Health Care	206 Park Place Blvd.	Kissimmee	FL	34741	407-846-0023	jshanks24@hotmail.com
	Eric	Shelton	The Celebration Foundation	610 Sycamore St. #110	Celebration	FL	34747	407-566-1234	eric.shelton@thecelebrationfoundation.org
DS	Donna	Sines	Community Vision	704 Generation Point #101	Kissimmee	FL	34744	407-933-0870	dsines@communityvision.org
JL	Jill	Staff	Florida Hospital	711 N. Magnolia Street	Orlando	FL	32803	407-303-9582	jill.staff@flhosp.org
	Robert	Sorenson	Osceola County EMS & Fire Rescue	320 N. Beaumont Ave.	Kissimmee	FL	34741	407-742-7000	robert.sorenson@osceola.org
JSC	Jennifer	Stephenson	Catholic Charities of Central Florida	1819 N. Semoran Blvd.	Orlando	FL	32803	407-658-0999	JStephenson-Crouch@cflcc.org

Debra Perleberg Health Ins Store
 Clint Diamond - Scaysons office
 Bryan Lee ORMC



Agenda
Health Leadership Council
May 7, 2015

- I. **Call to Order** Ken Peach, Chairperson

- II. **Approval of April 2, 2015 Minutes**

- III. **Order of Business**
 - a. **CHIP Prioritized Strategies SWOT Analysis – WEAKNESSES**
Priority Strategies work team breakouts – review of weaknesses

 - b. **Phone to Home Update** Belinda Johnson-Cornett

 - c. **SCALE Initiative Status** Ken Peach

 - d. **Telehealth Community Provider Meeting** Ken Peach

 - e. **Health Issues Discussion** Belinda Johnson-Cornett
 - Trauma
 - Injury
 - Cancer
 - Mental Health/Substance Abuse

- IV. **What's Up/New Business**

- V. **Adjournment**

Minutes
Health Leadership Council
May 7, 2015

I. Call to Order Ken Peach, Chairperson

Summary: Chair Ken Peach called the meeting to order at 8:30 a.m. Introductions immediately followed.

Present: Ken Peach, Belinda Johnson-Cornett, Brent Burish, Debra Perleberg, Amanda Kraft, Dorie Croissant, Jennifer Crouch-Stephenson, Jim Shanks, Beverly Houglund, Kim Knight (guest), Donna Sines (staff) and Sue Ring (staff).

II. Approval of April 2, 2015 Minutes

Summary: The minutes of the April 2nd meeting were presented for approval. Belinda Johnson-Cornett noted the minutes should reflect that the Florida Department of Health of Osceola will no longer apply for FQHC primary care funding. The FQHC board will be responsible for applying for the competitive grant funding. With no further discussion, Dorie Croissant motioned for approval. Brent Burish second. Minutes with noted corrections approved.

III. Order of Business

a. CHIP Prioritized Strategies SWOT Analysis – OPPORTUNITIES

Summary: Ken suggested he send a survey to the Health Leadership Committee via Survey Monkey to review weaknesses and determine opportunities to move CHIP objectives forward. The committee agreed to gather recommendations on how to achieve the attached objectives before the June 4 meeting. We will review results at the next Health Leadership meeting.

b. Phone to Home Initiative Belinda Johnson-Cornett

Summary: Belinda introduced Kim Knight of the Health Department to provide an overview and status update of the Phone to Home effort. It is a voluntary program designed to reduce inappropriate/frequent usage of Osceola Co EMS. Frequent users will be identified and encouraged to sign up for a patient navigator. This staff person will conduct and psycho/social assessment and try to connect patients to appropriate services. The program will kick off with County EMS with hopes to expand to both cities. The Health Department is looking to promote program usage but the committee cautioned over promotion to determine program capacity. Promotional brochures are in the works. St. Cloud Hospital has an EMS liaison. Community Vision coordinates quarterly Case Management Networking events where the program can be explained and promoted at a fall event. Jim Shanks mentioned he has many “frequent flyers” as it can be difficult for mental health patients to stay compliant. Donna mentioned the Impact homelessness Osceola Task Force is exploring a virtual case management system that may be able to plug in for coordination of

services. The initial cost is \$75K with an annual maintenance fee. This system will be explored more in depth.

c. SCALE Initiative Status

Ken Peach

Summary: Ken reported that Osceola County did get into the top 57 (out of 200+ applicants) to receive a Pacesetter Health grant. We were not selected for a grant but have been offered some peer networking and knowledge sharing opportunities. There can be some benefit to learn from other communities. No Florida communities were selected as grant recipients. Ken will get a list of winners for reference.

d. Telehealth Community Provider Meeting Ken Peach

Summary: Ken recently met with Jim Shanks to explore ways community can utilize telehealth for mental health services. This could be a tool to help offset impact of doctor shortages. In June/July, the FCC will explore Broadband expansion to make telehealth a better possibility. Ken suggested holding a special meeting immediately following the June 4th Health Leadership meeting to explore this possibility. We will discuss how to get a portal and telehealth into our community. Sue will confirm room availability and send meeting notice out. Trends show the three areas of focus for future health delivery are:

1. Retail
2. Telehealth
3. Self-Care – how to engage individuals in changing behaviors
- 4.

e. Health Issues Discussion

Belinda Johnson-Cornett

Summary: Committee continued the monthly discussion regarding social topics and how they impact community health.

- Trauma: Osceola Regional Medical Center was awarded a level 2 trauma center designation.
- Injury: No report
- Cancer: The East Central Cancer Control Collaborative consumer site is up. It provides information on prevention, provisions of services, and survivors. There are 35 members. There is no cost to be a member but they must provide cancer services.
- Mental Health/Substance Abuse: There are possible changes in managing entities to improve provision of mental health services. After much state legislative posturing, mental health funding continues to lag compared to national spending. Channel 9 recently did a series addressing the challenges of providing mental health services in Central Florida. Park Place continues to move forward with expansion plans. They recently broken ground on a new unit increasing adult and children bed capacity. They will also continue to work on opening a triage center.

IV. What's Up/New Business

- **Health Department:** Belinda provided a map identifying Health Dept. FQHC locations. This could be a tool in the CV Resource Guide and on the web resource guild. This map can help us identify gaps in service and opportunities for FQHC expansion. They are also using geocoding to help determine needs.
- **St. Cloud Regional Medical Center:** They have liaisons working with St. Cloud & County EMS to determine additional needed services for patients. They have hired David Chimento to serve in physician and community outreach efforts.
- **Health Insurance Store:** Debra reported that they have tax credit stats by area. This can be a tool to help identify areas of need and potential access centers. Most affordable act legislation is on hold until Supreme Court rules again this summer.
- **Osceola School District:** They now have a clinic offering employee care off hours to increase employee access to service.
- **Florida Hospital:** The new Kissimmee Patient Tower will open later this summer. The Ribbon Cutting will be held June 15th.
- **Catholic Charities:** St. Thomas continues to recruit specialty doctors for their St. Thomas Aquinas Medical Clinic. They work with Lions Club for eyeglasses and eye exams. The Pathways to Care program is still available but transportation is a challenge as the patient must get to the location in Seminole County.
- **Council on Aging:** The Council has launched their Care Companions Program matching frail seniors with low income active adults to offer light duty services and companionship. The active seniors receive a small stipend. 80 clients are signed up.
- **Community Vision:** The 3rd Project OPEN CAN class graduates tonight at Osceola Arts. The Health Dept. has hired 4-5 recent grads.

V. Adjournment

Summary: With no further business to discuss, the meeting was adjourned at 10:10a.m.

Health Leadership Council May 7, 2015

Sign In	First	Last	Agency	Address 1	City	ST	Zip	Phone	rr
	Patria	Alguila	Hispanic Health Initiatives	201 Live Oaks Blvd.	Casselberry	FL	32707	407-339-2001	patricia@hhi2001.org
	Lisa	Barkley MD	UCF College of Medicine	6850 Lake Nona Blvd.	Orlando	FL	32827	407-266-1021	lisa.barkley@ucf.edu
EB	Brent	Burish	St. Cloud Regional Medical Center	2906 17th Street	St. Cloud	FL	34769	407-498-3431	brent.burish@hma.com
	Bakari	Burns	Healthcare for the Homeless	2198 Four Winds Blvd.	Kissimmee	FL	34746	407-428-5751	bburns@hcch.org
dc	Dorie	Croissant	Florida Hospital	2400 Bedford Rd., 2nd Floor	Orlando	FL	32803	407-303-5549	dorie.croissant@flhosp.org
	Lui	Damiani	Victim Services Center	2111 E. Michigan St. #210	Orlando	FL	32806	407-254-9386	lui.damiani@victimservicecenter.org
	Chris	Falkowski	The Transition House	3800 5th Street	St. Cloud	FL	34769	407-892-5700	chris@thetransitionhouse.org
	Wes	Fischer	The Health Insurance Store	1007 E. Vine Street	Kissimmee	FL	34744	407-932-0023	wes@4insurancestore.com
	Tom	Griffin	The Transition House	3800 5th Street	St. Cloud	FL	34769	407-892-5700	tom@thetransitionhouse.org
	Sandi	Grimes	Poinciana Medical Center	341 Cypress Parkway	Kissimmee	FL	34758	407-530-2006	sandra.grimes@hcahealthcare.com
BT	Beverly	Houglan	Osceola County Council on Aging	700 Generation Point	Kissimmee	FL	34744	407-846-8532	houglanb@osceola-coa.com
	Warren	Houglan	Osceola Council on Aging	700 Generation Point	Kissimmee	FL	34744	407-846-8532	houglanw@osceola-coa.com
Bgc	Belinda	Johnson-Cornett	Osceola County Health Dept.	1875 Boggy Creek Rd.	Kissimmee	FL	34744	407-343-2076	belinda_johnson-cornett@doh.state.fl.us
	Jake	Kirchner	Florida Hospital	2450 N. Orange Blossom Trail	Kissimmee	FL	34744	407-846-4343	jake.kirchner@flhosp.org
AK	Amanda	Kraft	Osceola County District Schools	817 Bill Beck Blvd.	Kissimmee	FL	34744	407-870-4600	krafta@osceola.k12.fl.us
	Bryan	Lee	Osceola Regional Medical Center	700 W. Oak St.	Kissimmee	FL	34741	407-518-3602	bryan.lee@hcahealthcare.com
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Don's address
711 N. Magnolia Ave.
Orl. 32803



Agenda
Health Leadership Council
June 4, 2015

- I. Call to Order** Ken Peach, Chairperson

- II. Approval of May 6, 2015 Minutes**

- III. Order of Business**
 - a. CHIP Prioritized Strategies – Survey Monkey Results**

 - b. Phone to Home Update**

 - c. SCALE Initiative “Pathway to Pacesetter” Update**

 - d. Telehealth Community Provider Meeting**

 - e. Health Issues Discussion**
 - Trauma
 - Injury
 - Cancer
 - Mental Health/Substance Abuse

- IV. What’s Up/New Business**

- V. Adjournment**

Minutes
Health Leadership Council
June 4, 2015

- I. **Call to Order** Ken Peach, Chairperson
Summary: Chair Ken Peach called the meeting to order 8:35 a.m. Introductions immediately followed.
Present: Dorie Croissant, Chris Falkowski, Beverly Hougland, Amanda Kraft, Ken Peach, Debra Perleberg, Vilma Quintana, JoeEllen Revell, Michael C., Donna Sines (staff) and Sue Ring (staff).

- II. **Approval of May 6, 2015 Minutes**
Summary: The minutes of the May 6th meeting were presented for approval. Chris Falkowski motioned for approval. Dorie Croissant second. Minutes approved as presented.

- III. **Order of Business**
 - a. **Phone to Home Update**
Summary: Mike C. reported that Osceola Co EMS training officers met with Kim, Health Dept. Navigator, to provide in service on program. Promotional materials are being printed and laminated flyers are on units for distribution to potential clients. Patients can sign up with electronic signature for service. Program & clients will be tracked quarterly to determine progress and opportunities for improvement.

 - b. **SCALE Initiative “Pathway to Pacesetter” Update**
Summary: Ken reported that Osceola can still benefit from the SCALE Initiative through the “Pathway to Pacesetter” program. This program offers:
 - Peer to Peer mentoring
 - Support from other communities
 - Pacesetter buddy
 - Metrics, webinars & shared technologies
 - Access to conferencesKen will participate when able and share program opportunities & insights with the Health Leadership Council.

 - c. **Telehealth Community Provider Meeting**
Summary: Ken met with Jim Shanks to learn more about tele-psychiatry. Mental health has exploring the use of telehealth to offset doctor shortages. A more expanded telehealth discussion will immediately follow the Health LOC meeting.

d. Health Issues Discussion

- Trauma: Osceola Regional will operate as a Level 2 Trauma Center as of May 1st. This enables them to treat most trauma cases except burns and pediatric.
- Cancer: The Council on Aging received a grant from the Susan B. Komen Foundation to provide mammograms for low income women. Ken reported the East Central Cancer Control Collaborative connects organizations with a cancer initiative(s) to consumers. It provides information on prevention, provisions of services, and survivors. The federal government is targeting efforts on nine cancer sites. There is \$21K for colorectal cancer screenings.
- Mental Health/Substance Abuse: A full year mental health needs assessment study is underway. A CON for a psychiatric facility has been secured for St. Cloud. It will offer in patient psychiatric care. They have a 60 day extension to start construction.

IV. CHIP Prioritized Strategies Discussion

Summary: Ken reported that the Health LOC had agreed to utilize survey monkey to help move CHIP strategies forward. A link was sent to committee members asking for feedback. Participation was low but Ken was able to prioritize efforts by category. This should help further development and implementation efforts. Discussion points included:

- Prioritizing populations to effectively link them to services. Identify medical homes and connect them.
- Triage: FreeMD.com has videos of systems to help patients determine basic diagnosis and treatment urgency. The VA is currently using this system. The videos help the patient determine what self-care they can provide. It also offers education. Perhaps Kim from the Health Dept. can help connect or utilize service.
- Triage Web application: Efforts are underway to develop a phone/web application people can connect to resources. There needs to be a decision tree that helps connect people to vetted agencies. Cargivercentral.org is an example. Desire is for an application based program with a web back end service. Further exploration of monthly/yearly fees, revenue potential (advertising) needs to occur.
- Myosceola is an available app – link to resource guide potential?
- Mednet: This is program that links low income individuals to free prescriptions. Annual cost is \$2K/year for access to millions of dollars of medicine.

- Public Education: How do we encourage public to change behaviors for better health outcomes? Explore events like a Discover Osceola or structured health fairs. Events must have meaning to offer legitimacy. Also look into incentives for changed behavior.
- Health LOC determined that the CHIP strategic objectives will remain the same for the upcoming 2015-2016 year. Focus will remain on:
 1. Improve utilization of available resources
 2. Increase referrals to connect residents to Primary Care Medical Home
 3. Expand primary care capacity
 4. Improve population-based cardiovascular disease health outcomes
 5. Improve population-based diabetes health outcomes

ACTION ITEMS:

1. Talk to Belinda about expanding role of Kim to help navigate the categorized populations to connect them to primary care medical homes.
2. Bev and the Council on Aging look into connecting to MedNet. Will look at County as well as it is a better investment than Rx card. Ken will help COA connect to Mednet.

V. What's Up/New Business

- Community Vision recently graduated its 3rd Project OPEN CNA class. New classes and expanded curriculum will be added this fall.
- Victim Services Center continues to explore ways to further immerse into the community with emphasis on education and outreach.
- Transition House has increased staff to meet demand at the new outpatient service center.
- The Health Insurance Store is watching the upcoming Supreme Court decision regarding tax subsidies for the Affordable Care Act. More than 93% of Floridians receive tax credits to offset healthcare premiums.

VI. Adjournment

Summary: With no further business to discuss, the meeting was adjourned at 9:57 a.m.

Health Leadership Council June 4, 2015

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**2015 Osceola Health Summit FINAL REPORT
September 23, 2015 – Osceola Heritage Park Exhibition Hall**

Overview

Community Vision partnered with Florida Department of Health - Osceola to present the 2015 Osceola County Health Summit. The event was held Wednesday, September 23rd from 8:00 a.m. – 1:00 p.m. at the Osceola Heritage Park Exhibition Hall. Approximately 147 representatives from healthcare providers, small businesses and service organizations attended. After brief overviews of the state of Osceola’s economic, physical and mental health, the summit broke into interactive breakout sessions offering opportunities to share insight and feedback on key healthcare access and delivery issues.

The summit was designed to bring additional partners on board with a special emphasis on including the business community. Invitation efforts were coordinated with the Kissimmee/Osceola County and St. Cloud Chambers of Commerce. By partnering businesses, health organizations and consumers together, the Osceola Health event educated a larger cross-section of the entire community on health issues. A large draw was the in depth discussion of the Affordable Care Act; the legislation’s implications and outlook. Presented in a non-partisan format, the goal was to present a clearer understanding of the ACA and how it impacts healthcare costs, access and delivery. Additionally, this summit provided insight on how technology is impacting healthcare today and tomorrow, the importance of wellness in the workplace, and how social determinants impact community health outcomes.

Invitation postcards were mailed to 3,000 business and community stakeholders including public and private health providers, non-profit organizations, social service agencies, and elected officials. This includes the memberships of both Chambers of Commerce. Email invitations were sent to Community Vision committees and workgroups including 300+ Leadership Osceola and Legends alumni, the Osceola Non-Profit Roundtable (comprised of case managers and front line workers of non-profit service providers) and the Case Management Network. Postings were also placed on the Osceola Resources blog and Community Vision Facebook page. Copies of the invitation, flyer and invitee list are attached. The Chambers’ memberships are not included as they provided mailing labels, not a list.

Summit Agenda

The Business of Health Summit kicked-off with registration, continental breakfast and opening remarks. There was also a small vendor fair in the lobby showcasing Osceola Health partners and associated businesses. The program commenced with a presentation

on the economic impact of recent health expansions in Osceola County. Then there were presentations focused on the states of Osceola's Mental and Physical Health. After a brief break, attendees were directed to attend a series of breakout sessions addressing various health issues including the Future of Healthcare, Health Improvement in Action, the Business Impact of Health Equity and Workplace Wellness Initiatives. At the conclusion of the workshops, summit attendees then reassembled for a keynote address about the Affordable Care Act by key policy leaders. A detailed Health Summit agenda is attached.

Breakout Session Reports

Breakout sessions were facilitated by industry leader(s) in each respective topic. The workshops were structured in an open dialogue format as opposed to formal presentations to allow for feedback and comments from summit attendees. A Community Vision staff person was assigned to each session to capture comments and remarks for incorporation in overall summit report and associated reports. Each breakout session was designed to encourage dialogue between presenters and attendees to garner input and feedback on addressing community health issues.

Breakout Session- The Future of Healthcare

Presenters: Ken Peach, Executive Director – Health Council of East Central Florida
Roger Smith, Chief Technology Officer – Florida Hospital Nicholson Ctr.
Dr. Butch Rosser, General Surgeon – Florida Hospital Medical Group
Dr. Lisa Barkley, Asst. Professor of Medicine – UCF College of Medicine

Workshop Overview: This workshop was designed to educate participants on the role of telemedicine & other technologies and treatment, creative solutions to healthcare delivery and current techniques training tomorrow's doctors.

I. How Is Healthcare Changing?

A. Role of telemedicine & other technologies in treatment

- Hospital to clinic to home – 50% will be delivered into the home by 2020 (research provided by Intel).
- Leveraging people – Hospitals are creating smart teams because there is a growing shortage of physicians. Baby boomers need a lot of services, but there are not enough physicians.
- Consumerism - 50% of healthcare is paid under the employers' model. Consumers (individuals) want to know if quality is still there because the cost is impacting their pockets.
- Volume to value – In the past, there was a fee for service. To date, there is a value model, which is called the preventive model in which the government pays a fixed amount to the healthcare provider. Coordinating care is essential.

B. What supports these changes?

The Triple Aim

- Population – There is a need to improve the health of our population

- Patient experience– A patient experience is based solely on the outcome of their service delivery. The outcomes are critical to the providers.
 - Lower per capital cost
- C. What can your business do?
- Prepaid Medical Clinic Model
- Support direct primary care – We need legislation to reduce health insurance expenses.
 - Contract with retail clinics – Clinics such as urgent care, etc. to provide alternative solutions for patients.
 - Support telehealth legislation – To open access 24/7 in order to move conveniently.
 - Encourage self-care – Patients to take advantage of Phone2Home, triage apps, support groups, etc.

II. DOD Grant/Robotic Surgery

A. Tele-surgery Research

Robotic Surgery

- Provides enhancements to the surgeon – local surgeons can get help from a doctor in New York. More than 570,000 were performed in 2014. Most large hospitals have at least one or two robotic machines. Florida Hospital has four robotics locations in Central FL.
- Doing tele-surgery remotely. The extreme goal is to have an astronaut in space get assistance from a doctor on the ground.

B. Latency Effects

- Using a surgical simulator – By using a surgical simulator, the doctor would be able to do something at one end of the system, a delay occurs, and then it happens. (It appears as moving in slow motion)
- Technology – Technology, such as the Internet, is equipped to provide services/interaction with other facilities across the county.

III. Creative Solutions to Healthcare Delivery

A. How do we do more with less? (The Rosser Doctrine)

Statistic – 65% of medical students who graduate will work with a group or have their own practice:

- Use of innovative training techniques – The use of brain base/video games is essential to achieve empowerment of downstream providers to safely perform tasks usually reserved for experts.
- Development of miniaturized diagnostic and treatment tools historically found in hospitals – 52% of patients will have a misdiagnosis. Don't increase the size of hospitals, but instead, increase resources.
- Use of tele-medical applications – Applications such as tele-mentoring to provide expert oversight and good outcomes during learning curve.

B. War against heartburn and gastro esophageal (GERD)

Statistics – 18-25% of people suffer from GERD; 22% of PCPs provide services; and 40% of the time – no diagnosis

Esophageal Cancer is up 600% due to failure to treat the disease.

- Program approach (FH) to manager GERD – Operation Bear Hug, Telementoring, and Standard Equipment.

IV. Training tomorrow's Doctors

A. Telementoring

UCF Medical College – It is the 21st Century premier college of medicine.

What types of qualities must doctors have? Four Areas (Pillars) of Focus:

- Academics – Must have integrated curriculum for clinical care. Enable students to apply things together.
- Patient Centeredness – Students learn how to talk to patients as well as relate to patients.
- Inter-professionalism
- Technology – The use of iPad, online portfolios, library, etc. are vital.

Breakout Session – Conversations with the CEO's – Health Improvement in Action

Presenters: Jake Kirchner, Director of Business Development – Florida Hospital

Brent Burish, CEO – St. Cloud Regional Medical Center

Robert Kreiger, CEO – Osceola Regional Medical Center

Joanna Conley, CEO – Poinciana Medical Center

Moderator: John Newstreet, CEO – Kissimmee/Osceola Chamber of Commerce

Workshop Overview: The session was an informal discussion from the four Osceola healthcare system executives sharing plans and programs to improve community health. Topics covered included trauma, cardiovascular care, chronic disease management and access to care which all align with the identified CHIP strategic objectives.

Identified Gaps & Concerns

- Primary Care Provider and resources
- Shortage of primary care physicians
- Chronic Care Home Health Disease Management Support
- Health care professionals; shortages in Nursing, Tech's and Therapists Post care
- Health Navigation and Case Management Medicaid Funding (expansion is critical)
- 3 out of 10 deaths are related to cardiovascular disease
- Overutilization of the ER for primary care, especially in uninsured/underserved populations
- Under age 44, number 1 cause of death is trauma

Opportunities:

- Increase Primary Care Resources (Nurse Practitioners)
- Increase resources for community health training and education centers for chronic disease care and management
- Increase post case navigation for well care information and medication management (with consistent follow up; first week, third month, six month)
- Increased awareness campaign about Medicaid Expansion
- More collaborative community based Wellness Programs for children and adults
- Increased partnerships to improve access to care (employer based clinics, retail)
- Trauma certification brings new access to specialties to community – raises the bar

Breakout Session – Business Impact of Health Equity

Presenter: Dr. Celeste Philip, Deputy Secretary of Health – Florida Dept. of Health

Workshop Overview: This session explored the impacts of culture and heritage on the workplace environment and overall community health outcomes. Topics included the recognition of social determinants and health equity can impact business and community health.

Health Equity Definition & Goals: Provide the highest level of health for all people

- Eliminate healthcare disparities
- Value everyone equally
- Distribute resources equally

*Disparity is a result of not all being equal

**Social determinants of health are aspects of the environment which people are born, grow up, live, work and age as well as the systems. These impact overall health outcomes. Health is more than healthcare – where do you work and live? Where did you go to school?*

GAPS & CHALLENGES

1. Florida population in 2013 - 19.3 million
2. Educational differences by race/ethnicity – Graduation rates:
 - African - American 68%
 - Hispanic 77%
 - White 87%
 - Asian 90%

These rates reflect a historical context, history of segregation. Many populations have fewer resources and no family legacy of education.

3. Structural racism imposes health burden - degree of hope, optimism. People have different access and treatment by health care system. This impacts the workplace health and productivity.
4. Past & present determinants in housing, jobs, education and policies predispose people of color to be lower on the socioeconomic ladder. The continuous worry and struggle can cause chronic stress thus negatively impacting health and productivity.

OPPORTUNITIES

1. Improve environmental determinants that support better health
2. Clean & safe parks
3. Educational opportunities
4. Economic growth/better job opportunities
5. Empower individuals to achieve health equity

Break Out Session - Dollar and Sense Benefits of a Healthy Workforce/Wellness Programs

PANEL: **Cynthia Herrera, VP Human Resources - KUA**
 Monica Riley, Global Health Wellness Director – Tupperware Brands
 Lilly Graziani, Health Performance Strategies – Florida Hospital
 Brooke Stearns, Human Resource Director - Osceola County
 Kelly Wiseman, Wellness Coordinator – Osceola Co Sheriff's Office

Moderator: **Donna Sines**

Workshop Overview: Representatives from the business community and local government shared initiatives and programs they have implemented in their businesses to improve employee health, increase productivity and reduce costs

Osceola County

- Wellness program was cut in recession, but is now picking back up
- Focus on better/healthier eating – chefs come in and train staff on healthy recipes and preparation
- Focus on financial health in wellness
- Staff incentives – games like Biggest Loser challenge, get well checks during work times
- Hydration stations (counts bottles saved by staff utilizing filtrated water - \$2K/station)
- Offer some limited on-site gyms
- Partner with other agencies for self-care clinics – UCF & Sheriff's Office
- Offer health reimbursement accounts for smarter choices (non-emergency ER visitations)
- Communicate with staff on the smarter choices once each month - in a Q & A group format

Tupperware Brands

- Global Health Initiative
- Tupper Fit: they have a gym which changed to an on-site location, open 7 days per week with personal trainers for staff, a small fee to employees. Offers fitness classes Mon-Fri, Zumba, Yoga, spinning classes, chair massages. Staff can leave work stations to work out.

- They have basketball courts, tennis court, softball fields for employee use. Also open to employee's families
- 3 areas of focus for health: fitness, health, nutrition
- Participate in World Water Week - consumption of water, goal is with enough water to fill the fountain in the front of entrance, water reporters collect data, all staff given water bottles/cups to help with goal
- Walk Around the Globe - friendly competition among countries and departments with steps walked
- Chef on Hand - demos on cooking healthy using Tupperware products
- Incentives for competitions, such as FitBits
- Has a running club, Tupperware pays the registration fees for the participants in the races (5k's, etc.)

Florida Hospital

- Focus on eating well and exercising to equal change
- Creation Health off of 8 principals
- Focus on what really makes someone healthy – more than just physical health.
- Emphasis on the role to be proactive with health.
- Workplace wellness is important for overall community
- Friends and family are a key part of the wellness program, emotional is just as important as physical (stress)

Kissimmee Utility Authority

- Key is know your workforce
- Have employees do a biometric screening – know where they are starting – identify areas for improvement
- Incentive to increase participation
- Use a passport as a checkoff of goals
- Participate/sponsor in local events such as 5k runs, etc.
- Reach out to community healthcare resources - if the budget is low, reach out to find other sources which will offer free trainings (ex. FL Hospital will come and give health talks for free)
- Use a more holistic approach to healthcare
- Recognize the importance of the community working with the company - partnerships and relationships important

Osceola County Sheriff's Office

- Fairly new, 3 years ago started a wellness program for employees to improve workplace/control costs
- Creating their own clinic with UCF
- Using encouragement as a main factor
- Participate in health challenges, competitions
- Utilize success stories for encouragement – testimonial of a success story with picture and bio can be used as a motivational tool)
- Encourage staff to respect your health

Keynote Luncheon: The Affordable Care Act – Top Things You Need to Know

Speakers: Jason Altmire, Senior VP of Public Policy– Florida Blue
 David Christian, Director of Government Relations – Florida Hospital

Discussion Overview: This topic was presented as the keynote during luncheon. The discussion focus was to avoid the politics and review the requirements and implications of the Affordable Care Act on the business community and ACA implications on healthcare delivery.

Current Implications:

- The legislation is the law of the land and will remain so for the immediate future
- ACA did a good job of expanding coverage but has not improved costs or access
- Care quality is the same or improved, but will now focus on the customer experience
- Need to focus on improving program to make more affordable with improved outcomes
- Emergency Room usage has reduced 15%
- The legislation was specifically created with a gap of population not served as the “Medicaid Expansion Group” – those who make too much for traditional Medicaid but don’t make enough for the tax subsidies
- 4 Million individuals still lack coverage and end up in hospitals
- There was no provision for the lack of Medicaid expansion leaving a gap in coverage for lower income individuals – 800K in Florida
- Uncompensated/indignant care costs everyone an additional \$1800-\$2300 in healthcare expenses – “Cost Shift”
- Up to 70% of healthcare in Florida is paid for by the Federal government
- Medicare Trust Fund – most individuals utilize the equivalent of everything they’ve paid into Medicare within the first 3 years of coverage

Outlook

- Need clearer definition of small group – 50 or 100 employees? Threshold should be determined at the state level
- Federal government reduced Florida’s uncompensated care amount from \$2.2 to \$1.4 billion – reduction of 50% - state must make up the difference
- Need to review prescription care coverage and costs – group negotiated rates can save up to \$400 billion dollars
- Focus on wellness programs
- Increase attention on prevention and primary care – not so reactionary
- The 2016 Florida Legislative session is still murky regarding Medicaid expansion though there is recognition that the Medicaid Expansion gap must be addressed as it is a cost shifted to everyone as this 800K individuals still get sick

Community Engagement Survey Results

Attendee surveys were distributed at the close of the event to garner feedback on event elements such as overall event experience, session content, logistics, etc. Summary findings include:

- 92% of respondents either agreed or strongly agreed that their opinions were valued
- 75% of respondents felt there was enough time for participant input
- 92% felt summit topics met the needs of the community
- 92% felt the Summit location and time met their needs
- 100% of respondents either agreed or strongly agreed that they would return to another Community Health Summit

Comments indicated interest in expanding topics to include transportation/access to care, healthcare costs & affordability, mental health programs and healthcare for the homeless.

Conclusion

The 2015 Osceola Health Summit appeared to accomplish its goal of reaching out to non-traditional partners to not only educate them on the states of Osceola's health, but garner valuable feedback, insight and guidance in addressing the complex challenges of healthcare access and delivery in Osceola County. The event engaged the business community by highlighting how community health, both the good and the bad, affect the bottom line. Feedback shared will support the Health Leadership Council's efforts to develop measurable outcomes that ultimately improve the community's health.

OSCEOLA COUNTY HEALTH SUMMIT

Wednesday, September 23, 2015

8:00 am - 1:00 pm

Osceola Heritage Park Exhibition Hall – 1901 Chief Osceola Trail, Kissimmee, FL

Breakfast and Lunch provided
\$15 per person



Presented by:



FLORIDA HOSPITAL



Co-hosted by:



In cooperation with the St. Cloud Chamber of Commerce

The Osceola Health Summit is everyone's business. Community Vision's Health Leadership Council and the Kissimmee/Osceola County Chamber of Commerce have teamed up with Florida Hospital and the Florida Department of Health – Osceola to bring you the health information businesses and health professionals need.

At The Osceola County Health Summit, learn about:

- The Impacts of Osceola County's Expanding Footprint - The economic and social impacts of our local healthcare systems' investments in Osceola County
- The State of Osceola's Health – What our current physical and mental health landscape looks like
- Community Health Improvement in Action – Programs and services healthcare partners are providing to improve Osceola's health...panel discussion with local healthcare leaders
- The Future of Healthcare Delivery – How technology and innovation are impacting how you & your employees access healthcare today and tomorrow
- Dollars and Sense of Workplace Wellness – How employers big and small are utilizing workplace wellness programs to improve productivity and reduce costs
- The Business of Health Equity – The impact of cultural differences in community health and the workplace environment
- The Affordable Care Act – Five things you need to know how ACA shapes healthcare and impacts on the business community

Don't miss this opportunity to gather and plan for a healthier community on all levels!

RSVP by Sept. 18 at kissimmeechamber.com/events

For program information call 407-933-0870



- Robert Kreiger, CEO - Osceola Regional Main Campus – the new Trauma level designation impacts on community
- Joanna Conley, CEO Poinciana Medical Center – Impact of the campus to community in availability & access to care

MODERATOR – John Newstreet

10:40 AM BREAK

10:45 Break Out #2

Dollar and Sense Benefits of a Healthy Workforce/Wellness Programs/internal networks

- **Panel to include:**
 Brooke Stearns, Osceola County
 Lilly Graziani, Florida Hospital – Creation Health
 Monica Riley – VP Tupperware Brands
 Cindy Herrera, KUA
 Kelly Wiseman, Osceola Sheriff's Office

Moderator – Donna Sines, Community Vision

Business Impact of Health Equity Dr. Celeste Philip, Deputy Secretary of Health

- Cultural impacts in the workplace and social determinants of health
- Impact on productivity, business bottom line

11:45 AM Recognition of Elected Officials, Health LOC, and Partners – Donna Sines

11:50 PM LUNCH w/ Keynote Presentation Jason Altmire & David Christian
Top Things you Businesses Need to know about ACA
 Focus the discussion on ACA implications on business & employees. Like it or not, the ACA is the law and businesses and employees/individuals need to know what is expected of them to comply. How this legislation is impacting how healthcare is accessed and delivered.

1:00 PM Conclusion

2015 Osceola Health Summit List of Community Partners

First Name	Last Name	Company	Addr1	City	State	Zip	Phone
Kristen	Salisbury						
Brooke	Spencer						
Barbara	MEEKS						
Raul	Guerra	10/10 Taxi	800 W Landstreet Rd	Orlando	FL	32824	(407) 965-3875
Beverly	Merritt	Access Affordable Benefits, LLC	4545 Pleasant Hill Rd #108	Kissimmee	FL	34759	(407) 715-3812
Matt	Baribeau	ADT					
Carolyn	Hawkins	American Association For Nude Recreation	1703 N. Main Street	Kissimmee	FL	34744	(407) 933-2064
Art	Wilson	American Association For Nude Recreation					
Beverly	Houglund	Barney E. Veal Center	700 Generation Point	Kissimmee	FL	34744	(407) 846-8532
Erica	Bereczki	Bouchard Insurance	222 Church Street	Kissimmee	FL	34741	(321) 574-8682
Maria	Urbino	Carrousel Therapy Center		Kissimmee	FL	34744	(407) 891-3054
Dalis	Rivera	Carrousel Therapy Center		Kissimmee	FL	34744	(407) 891-3054
Jose	Rivera	Carrousel Therapy Center		Kissimmee	FL	34744	(407) 891-3054
Jen	Stephenson-Crouch	Catholic Charities of Central Florida	1819 N. Semoran Blvd.	Orlando	FL	32807	(407)658-1818
Angel	Soto	CenturyLink	1359 E Vine st	Kissimmee	FL	34744	(407) 390-8002
Kim	McCracken	City Centre Building "D"	111 E. Monument Avenue, Suite 509	Kissimmee	FL	34741	(407) 572-8700
Sue	Ring	Community Vision	111 East Monument Street, Suite 401	Kissimmee	FL	34741	(407) 933-0870
Erika	Booth	Community Vision	111 East Monument Street, Suite 401	Kissimmee	FL	34741	(407) 933-0870
Emily	Moreland	Community Vision	111 East Monument Street, Suite 401	Kissimmee	FL	34741	(407) 933-0870
Jackie	Murray	Community Vision	111 East Monument Street, Suite 401	Kissimmee	FL	34741	(407) 933-0870
Melanie	Miller	Community Vision	111 East Monument Street, Suite 401	Kissimmee	FL	34741	(407) 933-0870
John	Cortes	Cortes, Representative John	1101 The Capitol	Tallahassee	FL	32399	(850) 717-5043
Valleri	Crabtree	Crabtree For Congress	P.O. Box 421147	Kissimmee	FL	34742	(321) 246-0361
Sheila	Shell	Creative	1009 Pine Street	Orlando	FL	32824	(407) 855-0202
Rhonda	Baur	Education Foundation	6755 Old Melbourne Highway	St. Cloud	FL	34771	(321) 624-6651
Charles	Rogers	Florida Bank of Commerce	P.O. Box 470232	Celebration	FL	34747	(321) 939-0554
Mercedes	McCall	Florida Bank of Commerce	1126 E. Oak Street	Kissimmee	FL	34744	(407) 870-8318
Vilma	Quintana	Florida Blue	610 Crescent Executive Ct #600	Lake Mary	FL	32746	(407) 247-3756
Sophie	Coello	Florida Blue	610 Crescent Executive Ct #600	Lake Mary	FL	32746	(407) 833-7824
Sam	Aycoth	Florida Blue	610 Crescent Executive Ct #600	Lake Mary	FL	32746	(407) 833-7824
Heidy	Pagan	Florida Blue	610 Crescent Executive Ct #600	Lake Mary	FL	32746	(407) 833-7824
Jose	Roces	Florida Blue	610 Crescent Executive Ct #600	Lake Mary	FL	32746	(407) 833-7824
Naomi	Montanez-Lugo	Florida Blue	610 Crescent Executive Ct #600	Lake Mary	FL	32746	(407) 833-7824
Joel	Segura	Florida Blue	610 Crescent Executive Ct #600	Lake Mary	FL	32746	(407) 833-7824
Christie	DeNave	Florida Blue	610 Crescent Executive Ct #600	Lake Mary	FL	32746	(407) 833-7824
Carmen	Carrasquillo	Florida Blue	610 Crescent Executive Ct #600	Lake Mary	FL	32746	(407) 833-7824
Steve	Holleran	Florida Blue	610 Crescent Executive Ct #600	Lake Mary	FL	32746	(407) 833-7824
Guest	Guest	Florida Blue					
Christy	Mize	Florida Hospital Celebration Health	400 Celebration Place	Celebration	FL	34747	(407) 303-4652
Leslie	Sarmiento	Florida Hospital Celebration Health	400 Celebration Place	Celebration	FL	34747	(407) 764-4000

Christina	Dolan	Florida Hospital Celebration Health	400 Celebration Place	Celebration	FL	34747 (407) 764-4000
Joe	Townsend	Florida Hospital Celebration Health	400 Celebration Place	Celebration	FL	34747 (407) 764-4000
Kayla	Flannery	Florida Hospital Celebration Health	400 Celebration Place	Celebration	FL	34747 (407) 764-4000
Ali	Strominger	Florida Hospital Celebration Health	400 Celebration Place	Celebration	FL	34747 (407) 764-4000
Brandi	Elliott	Florida Hospital Celebration Health	400 Celebration Place	Celebration	FL	34747 (407) 764-4000
Jake	Kirchner	Florida Hospital Celebration Health	400 Celebration Place	Celebration	FL	34747 (407) 764-4000
Additional	Attendee	Florida Hospital Celebration Health	400 Celebration Place	Celebration	FL	34747 (407) 764-4000
Additional	Attendee	Florida Hospital Celebration Health	400 Celebration Place	Celebration	FL	34747 (407) 764-4000
David	Breen	Florida Hospital Celebration Health	400 Celebration Place	Celebration	FL	34747 (407) 303-4652
Claudia	Arbona	Florida Hospital Celebration Health	400 Celebration Place	Celebration	FL	34747 (407) 764-4000
Roger	Smith	Florida Hospital Celebration Health	400 Celebration Place	Celebration	FL	34747 (407) 764-4000
Dorie	Croissant	Florida Hospital Celebration Health	400 Celebration Place	Celebration	FL	34747 (407) 764-4000
David	Christian	Florida Hospital Celebration Health	400 Celebration Place	Celebration	FL	34747 (407) 764-4000
Bill	Kilmer	Florida Hospital Celebration Health	400 Celebration Place	Celebration	FL	34747 (407) 764-4000
Jean	Van Smith	Florida Hospital Celebration Health	400 Celebration Place	Celebration	FL	34747 (407) 764-4000
Additional	Attendee	Florida Hospital Celebration Health	400 Celebration Place	Celebration	FL	34747 (407) 764-4000
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Additional	Attendee	Florida Hospital Celebration Health	400 Celebration Place	Celebration	FL	34747 (407) 764-4000
Mary Ellen	Kerber	Formosa Developers, Inc.	7836 W. Irlo Bronson Mem. Hwy.	Kissimmee	FL	34747 (407) 396-1188
Additional	Attendee	Formosa Developers, Inc.	7836 W. Irlo Bronson Mem. Hwy.	Kissimmee	FL	34747 (407) 396-1188
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Melissa	Postigo	Good Samaritan Society	1550 Aldersgate drive	Kissimmee	FL	34746 (407) 944-0924
Stephanie	Marshall	Good Samaritan Society	1550 Aldersgate Drive	Kissimmee	FL	34746 (407) 933-3213
Claudia	Espinosa	Good Samaritan Village	1550 Aldersgate Drive	Kissimmee	FL	34746 (407) 933-1999
[unknown]	[unknown]	Good Samaritan Village				
Julie	Kendig-Schrader	Greenberg, Traurig	450 S. Orange Avenue, # 650	Orlando	FL	32801 (407) 418-2417
Duane	Foster	Hanson, Walter & Associates	8 Broadway Ave. #104	Kissimmee	FL	34741 (407)847-9433
Mark	Vincutonis	Hanson, Walter & Associates	8 Broadway Ave. #104	Kissimmee	FL	34741 (407) 847-9433
Melissa	Wilken	Hanson, Walter & Associates	8 Broadway Ave. #104	Kissimmee	FL	34741 (407) 847-9433
Pete	Glasscock	Hanson, Walter & Associates	8 Broadway Ave. #104	Kissimmee	FL	34741 (407) 847-9433
Randy	Hanson	Hanson, Walter & Associates	8 Broadway Ave. #104	Kissimmee	FL	34741 (407) 847-9433
Ravin	Nanpatee	Hanson, Walter & Associates	8 Broadway Ave. #104	Kissimmee	FL	34741 (407) 847-9433
Shawn	Hindle	Hanson, Walter & Associates	8 Broadway	Kissimmee	FL	34741 (407) 847-9433
Additional	Attendee	Hanson, Walter & Associates	8 Broadway	Kissimmee	FL	34741 (407) 847-9433

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Additional	Attendee	Hanson, Walter & Associates	8 Broadway	Kissimmee	FL	34741 (407) 847-9433
Katia	Medina	HBIF of Florida, Inc.	3201 E. Colonial Dr. Suite A20	Orlando	FL	32803 (407) 428-5872
Rachel	Nawrocki	Johnson University	1011 Bill Beck Blvd.	Kissimmee	FL	34744 407-569-1335
Additional	Attendee	Johnson University	1011 Bill Beck Blvd.	Kissimmee	FL	34744 (407) 569-1335
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Additional	Attendee	Johnson University	1011 Bill Beck Blvd.	Kissimmee	FL	34744 (407) 569-1335
Chris	Gent	Kissimmee Utility Authority	1701 W. Carroll Street	Kissimmee	FL	34741 (407) 933-9836
Larry	Mattern	Kissimmee Utility Authority	1701 W. Carroll Street	Kissimmee	FL	34741 (407) 933-7777
Chris Gent	Guest	Kissimmee Utility Authority	1701 W. Carroll Street	Kissimmee	FL	34741 (407) 933-7777
Bakari	Burns	Orange Blossom Family Health Center	2198 Four Winds Blvd.	Kissimmee	FL	34746 (407)428-5751
Rachel	McIntee	Osceola County Historical Society	P.O. Box 421996	Kissimmee	FL	34742 (407) 702-4355
Mary	McIntee	Osceola County Historical Society	P.O. Box 421996	Kissimmee	FL	34742 (407) 396-8644
Kari	Whaley	Osceola County Historical Society	P.O. Box 421996	Kissimmee	FL	34742 (407) 396-8644
Margaret	Wallis	Osceola County Historical Society	P.O. Box 421996	Kissimmee	FL	34742 (407) 396-8644
Robert	Berry	Osceola News-Gazette	108 Church Street	Kissimmee	FL	34741 (407) 846-7600
Vanessa	Guevara	Osceola Regional Medical Center	700 W. Oak Street	Kissimmee	FL	34741 (407) 846-2266
Atlee	Mercer	Osceola Regional Medical Center	700 W. Oak Street	Kissimmee	FL	34741 (407) 518-3602
Bob	Krieger	Osceola Regional Medical Center	700 W. Oak Street	Kissimmee	FL	34741 (407) 518-3602
Brandy	Hershberger	Osceola Regional Medical Center	700 W. Oak Street	Kissimmee	FL	34741 (407) 518-3602
Jo	Thacker	Osceola Regional Medical Center	700 W. Oak Street	Kissimmee	FL	34741 (407) 518-3602
Brian	Lee	Osceola Regional Medical Center	700 W. Oak Street	Kissimmee	FL	34741 (407) 518-3602
Chief Bob	Sorenson	Osceola Regional Medical Center	700 W. Oak Street	Kissimmee	FL	34741 (407) 518-3602
Rick	Naegler	Osceola Regional Medical Center	700 W. Oak Street	Kissimmee	FL	34741 (407) 518-3602
Jenny	Peaks	Osceola Regional Medical Center	700 W. Oak Street	Kissimmee	FL	34741 (407) 518-3602
Erin	Smith	Osceola Regional Medical Center	700 W. Oak Street	Kissimmee	FL	34741 (407) 518-3602
Brian	Patterson	Patterson's Office Supply, Inc.	P.O. Box 422667	Kissimmee	FL	34742 (407) 847-8899
Anna	Eskamani	Planned Parenthood of Southwest & Central FL	736 Central Avenue	Sarasota	FL	34236 (407)246-1788
Matt	Ayers	Poinciana Medical Center				
Joanna	Conley	Poinciana Medical Center				
Linda	Coffey	Poinciana Medical Center				
Kelly	Lamb	Poinciana Medical Center				
Sandi	Grimes	Poinciana Medical Center				
Jessica	Gielow	Poinciana Medical Center				
Megan	Woolard	Poinciana Medical Center				

Additional	Attendee	Poinciana Medical Center				
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Additional	Attendee	Poinciana Medical Center				
Belinda	Johnson-Cornett	Primary Care Medical Services of Poinciana	1875 Fortune Road	Kissimmee	FL	34744 (407) 343-2020
Monica	Green	Primary Care Medical Services of Poinciana	1875 Fortune Road	Kissimmee	FL	34744 (407) 343-2000
Daniella	Sullivan	Primary Care Medical Services of Poinciana	1875 Fortune Road	Kissimmee	FL	34744 (407) 343-2000
Camille	Bissainthe	Primary Care Medical Services of Poinciana	1875 Fortune Road	Kissimmee	FL	34744 (407) 343-2000
Ethel	Smith	Primary Care Medical Services of Poinciana	1875 Fortune Road	Kissimmee	FL	34744 (407) 343-2000
Dr. Radu	Clincea	Primary Care Medical Services of Poinciana	1875 Fortune Road	Kissimmee	FL	34744 (407) 343-2000
Donna	Parker	Primary Care Medical Services of Poinciana	1875 Fortune Road	Kissimmee	FL	34744 (407) 343-2000
Michele	Albert	Primary Care Medical Services of Poinciana	1875 Fortune Road	Kissimmee	FL	34744 (407) 343-2000
Sara	Salamo-Baggs	Primary Care Medical Services of Poinciana	1875 Fortune Road	Kissimmee	FL	34744 (407) 343-2000
Gwendolyn	Winkfield	Primary Care Medical Services of Poinciana	1875 Fortune Road	Kissimmee	FL	34744 (407) 343-2000
Diane	Salisbury	R.J. Whidden	316 Church Street	Kissimmee	FL	34741 (407) 846-1880
Andrew	Schiavone	Ramada Gateway Kissimmee	7470 Irlo Bronson Mem. Hwy.	Kissimmee	FL	34747 (407) 396-4400
Carlos	Flores	Ramada Gateway Kissimmee				
James	Alvarado	Representative Mike La Rosa - District 42	1224 10th Street	St. Cloud	FL	34769 (407) 891-2555
Chad	Davis	Senator Kelli Stargel - District 15	2033 E. Edgewood Dr.	Tallahassee	FL	32399 (850) 487-5015
Tammie	Rodabaugh	Servpro of Osceola County	1198A Greenskeep Dr.	Kissimmee	FL	34741 (407) 369-1906
Dr. Monica	Reed	SPEAKER TABLE 1				
John	Newstreet	SPEAKER TABLE 1				
Jim	Shanks	SPEAKER TABLE 1				
Belinda	Johnson-Cornett	SPEAKER TABLE 1				
Ken	Peach	SPEAKER TABLE 1				
Roger	Smith	SPEAKER TABLE 1				
Dr. Butch	Rosser	SPEAKER TABLE 1				
Dr. Lisa	Barkley	SPEAKER TABLE 1				
Jake	Kirchner	SPEAKER TABLE 1				
Brent	Burish	SPEAKER TABLE 1				
Robert	Krieger	SPEAKER TABLE 2				
Joanna	Conley	SPEAKER TABLE 2				
Brooke	Stearns	SPEAKER TABLE 2				
Lilly	Graziani	SPEAKER TABLE 2				
Monica	Riley	SPEAKER TABLE 2				
Kelly	Wiseman	SPEAKER TABLE 2				
Donna	Sines	SPEAKER TABLE 2				
Dr. Celeste	Philip	SPEAKER TABLE 2				
Jason	Altmire	SPEAKER TABLE 2				
David	Christian	SPEAKER TABLE 2				
Doug	Baxter	St. Cloud Chamber of Commerce	1200 New York Avenue	St. Cloud	FL	34769 (407) 892-3671
Keith	Ronan	St. Cloud Chamber of Commerce	1200 New York Avenue	St. Cloud	FL	34769 (407) 892-3671

Lisa	Ronan	St. Cloud Chamber of Commerce	1200 New York Avenue	St. Cloud	FL	34769 (407) 892-3671
Additional	Attendee	St. Cloud Chamber of Commerce	1200 New York Avenue	St. Cloud	FL	34769 (407) 892-3671
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Additional	Attendee	St. Cloud Chamber of Commerce	1200 New York Avenue	St. Cloud	FL	34769 (407) 892-3671
Brent	Burish	St. Cloud Regional Medical Center	2906 17th Street	St. Cloud	FL	34769 (407) 892-2135
Additional	Attendee	St. Cloud Regional Medical Center	2906 17th Street	St. Cloud	FL	34769 (407) 892-2135
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Additional	Attendee	St. Cloud Regional Medical Center	2906 17th Street	St. Cloud	FL	34769 (407) 892-2135
Debra	Perleberg	The Health Insurance Store	1007 E Vine St	Kissimmee	FL	34744 (407)932-0023
Sharon	Prymas	The Health Insurance Store	1007 E Vine St	Kissimmee	FL	34744 (407)932-0023
Chris	Falkowski	The Transition House, Inc.	3800 5th Street	St. Cloud	FL	34769 (407) 846-0068
[unknown]	[unknown]	The Transition House/Women Empowered				
Jim	Bowie	UCF Business Incubator - Kissimmee	111 East Monument Avenue, #401	Kissimmee	FL	34741 (407) 343-4300
Galeynn	Mihelc	Valencia College	1800 Denn John Lane	Kissimmee	FL	34744 (407) 299-5000
Alex	Cuellar	Vascular Vein Center	1200 Edgewater Drive	Orlando	FL	32804 (407) 927-5814
[unknown]	[unknown]	Vascular Vein Center				
Jorge	Nichar	VITAS Healthcare	2201 Lucien Way, Suite 100	Maitland	FL	32751 (407) 865-4194
[unknown]	[unknown]	VITAS Healthcare				