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Hartford HealthCare

HARTFORD HOSPITAL

Community Health Needs Assessment

June 2018

INTRODUCTION AND OVERVIEW	4
Engagement Background and Purpose	5
Methodology Overview.....	5
IRS Form 990 Schedule H.....	6
Data Sources.....	7
Key Participants and Contributors	8
Limitations in Data and Information	9
KEY FINDINGS AND PRIORITIES	10
Significant Community Health Needs.....	11
Healthy People 2020 Key Benchmarks and Metrics.....	12
Local Area Indicators	13
<i>Selected Local Areas</i>	<i>13</i>
<i>Local Health Indicator Definitions</i>	<i>14</i>
<i>Summary of Local Indicators</i>	<i>15</i>
<i>Detailed Local Indicators</i>	<i>16</i>
COMMUNITY DEFINITION AND OVERVIEW	19
Service Area Definition.....	20
Selected Counties	22
Connecticut Department of Health Local Areas.....	23
Population Growth and Age Distribution.....	24
Ethnicity Breakdown	24
SOCIAL DETERMINANTS OF HEALTH	25
Overview.....	26
Economic Stability	27
<i>Median Household Income.....</i>	<i>27</i>
<i>Poverty Metrics.....</i>	<i>28</i>
<i>Children in Poverty and Single-Parent Households.....</i>	<i>28</i>
<i>Homeownership Rates.....</i>	<i>29</i>
<i>Unemployment Rates</i>	<i>29</i>
Education and Language	30
<i>Linguistically Isolated Population</i>	<i>30</i>
<i>Educational Metrics.....</i>	<i>30</i>

TABLE OF CONTENTS

Health and Health Care	31
<i>Uninsured Population</i>	31
<i>Insurance Coverage</i>	32
<i>Access to Health Care Providers</i>	33
<i>Medically Underserved Areas</i>	34
<i>Health Professional Shortage Areas</i>	35
Neighborhood and Built Environment	36
<i>Crime and Safety</i>	36
<i>Physical Environment</i>	36
HEALTH STATUS AND BEHAVIORS	37
Overall Health Status.....	38
Characteristics and Causes of Death	39
Cancer Prevalence and Screening	40
Cardiovascular Disease.....	41
Respiratory Disease	42
Diabetes.....	43
Infectious Diseases	44
Sexually Transmitted Diseases	45
Births and Prenatal Care.....	46
Health Behaviors	48
LOCAL AREA RESOURCES.....	50
PROGRAMS DESIGNED TO ADDRESS 2015 HEALTH NEEDS	57

INTRODUCTION AND OVERVIEW



ENGAGEMENT BACKGROUND AND PURPOSE

The 2018 Community Health Needs Assessment (“CHNA”) for Hartford Hospital (“Hartford” or the “Hospital”), part of Hartford HealthCare’s Hartford Region, leverages numerous sources of local, regional, state and national data along with input from community-based organizations and individuals to provide insight into the current health status, health-related behaviors and community health needs for the Hospital service area.

In addition to assessing traditional health status indicators, the 2018 CHNA took a close look at social determinants of health such as poverty, housing, transportation, education, fresh food availability, and neighborhood safety. Social determinants of health have become a national priority for identifying and addressing health disparities, and Hartford HealthCare is committed to addressing these disparities through the Community Health Improvement Plan that will follow this Assessment.

This CHNA will be used to develop an ongoing, measurable Community Health Improvement Plan (“CHIP”) that will focus on those top priorities identified in this CHNA in order to:

- Improve the health status of the community;
- Identify opportunities for better preventive care and wellness initiatives;
- Address social determinants of health and health disparities within the service area;
- Continuously improve access to and quality of health care and community education that will enable community members to improve their overall well-being.

Percival Health Advisors, a national health care advisory firm with a strong commitment to community health improvement efforts, conducted this Community Health Needs Assessment in conjunction with Hartford HealthCare, its Hartford Region Board, and its many community health partners.

METHODOLOGY OVERVIEW

This assessment incorporates data from both quantitative and qualitative sources. The quantitative assessment allows for comparison of leading health indicators to benchmark data at the state and national levels. Additionally, where available, local data was compared to Healthy People 2020 (“Healthy People”) target metrics.

The Healthy People initiative provides national objectives for improving the health of all Americans. The objectives were developed through an extensive stakeholder feedback process that integrates input from public health and prevention experts, and federal, state and local government officials, a consortium of more than 2,000 organizations, and perhaps most importantly, the public.

Key sources of quantitative data include, but are not limited to:

- Connecticut Department of Public Health
- Centers for Disease Control and Prevention
- Connecticut Hospital Association
- United States Census Bureau
- U. S. Department of Health & Human Services

In addition to the quantitative data sources outlined above, qualitative input was used to further inform the CHNA. Focus groups, community forums, and individual key informant interviews were conducted from February to June 2018 with representatives from Hartford HealthCare, the Hospital and numerous community-based organizations and social services agencies. Participants were asked to identify and discuss the top community health issues facing the service area. These responses were tallied and summarized, and additional qualitative perspective was added from key informant interviews. This summary was presented to the Hartford HealthCare Region Board for further discussion and input regarding the top community health needs and priorities.

INTRODUCTION AND OVERVIEW

IRS FORM 990 SCHEDULE H

For non-profit hospitals, a Community Health Needs Assessment (CHNA) also serves to satisfy specific requirements of tax reporting, under provisions of the Patient Protection & Affordable Care Act of 2010. The following table cross-references which sections of this report relate to the hospital's reporting requirements on IRS Form 990 Schedule H.

IRS Form 990 Schedule H	Report Page(s)
Part V Section B Line 3a A definition of the community served by the hospital facility	20-23
Part V Section B Line 3b Demographics of the community	24
Part V Section B Line 3c Existing health care facilities and resources within the community that are available to respond to the health needs of the community	50-56
Part V Section B Line 3d How data was obtained	7-8
Part V Section B Line 3e The significant health needs of the community	11
Part V Section B Line 3f Primary and chronic disease needs and other health issues of uninsured persons, low-income persons, and minority groups	Addressed Throughout
Part V Section B Line 3g The process for identifying and prioritizing community health needs and services to meet the community health needs	12-18
Part V Section B Line 3h The process for consulting with persons representing the community's interests	5
Part V Section B Line 3i The impact of any actions taken to address the significant health needs identified in the hospital facility's prior CHNA(s)	57-65

INTRODUCTION AND OVERVIEW

DATA SOURCES

In addition to the information provided by Hartford Healthcare and the Hospital, the external data sources included for each section of this report are as follows:

Data Element	Data Source
<ul style="list-style-type: none"> Local Area Definitions 	Connecticut Department of Public Health
<ul style="list-style-type: none"> Characteristics and Causes of Death 	Centers for Disease Control and Prevention
<ul style="list-style-type: none"> Insurance Coverage Estimates 	Connecticut Hospital Association
<ul style="list-style-type: none"> Medically Underserved Areas Health Professional Shortage Areas 	U.S. Department of Health & Human Services
<ul style="list-style-type: none"> Demographics Ethnicity Distributions Median Household Incomes Homeownership Rates 	The Nielsen Company
<ul style="list-style-type: none"> Poverty Metrics Unemployment Rates Educational Metrics 	American Community Survey
<ul style="list-style-type: none"> Children in Poverty and Single-Parent Households Linguistically Isolated Populations Uninsured Population Estimates Clinical Provider Ratios Physical Environment Metrics 	County Health Rankings
<ul style="list-style-type: none"> Crime Rates 	State of Connecticut
<ul style="list-style-type: none"> General Health Status Indicators 	Connecticut Department of Public Health Centers for Disease Control and Prevention
<ul style="list-style-type: none"> Cancer Prevalence and Screening Indicators 	Community Commons Health Indicators Report
<ul style="list-style-type: none"> Cardiovascular Disease 	Connecticut Department of Public Health Community Commons Health Indicators Report
<ul style="list-style-type: none"> Respiratory Disease 	Connecticut Department of Public Health Community Commons Health Indicators Report
<ul style="list-style-type: none"> Diabetes 	Connecticut Department of Public Health County Health Rankings Centers for Disease Control and Prevention
<ul style="list-style-type: none"> Infectious Diseases 	Connecticut Department of Public Health Centers for Disease Control and Prevention
<ul style="list-style-type: none"> Sexually Transmitted Diseases 	Centers for Disease Control and Prevention Community Commons Health Indicators Report
<ul style="list-style-type: none"> Births and Prenatal Care 	Centers for Disease Control and Prevention
<ul style="list-style-type: none"> Health Behaviors 	Connecticut Department of Public Health
<ul style="list-style-type: none"> Benchmark Metrics 	HealthyPeople2020

KEY PARTICIPANTS AND CONTRIBUTORS

The qualitative information included in this report was gathered through interviews, focus groups, surveys, planning sessions and discussions with representatives from the following organizations:

- Community Renewal Team
- Hartford Hospital Chaplain Services
- Foodshare
- Immaculate Conception Church
- Hartford Habitat for Humanities
- Charter Oak Health Center (FQHC)
- Northend Senior Center
- Hartford Food System
- Intercommunity Connecticut
- Community Solutions
- Philip Church Health Ministries
- Faith Cares
- Hartford Police Faith Based Community Department
- City of Hartford Department of Health and Human Services
- Hispanic Nurses Association
- Central Connecticut Health District
- Journey Home Connecticut
- Chrysalis Center
- Hartford Behavioral Health
- Northern Connecticut Black Nurses Association
- East Hartford Health Department
- ImmaCare
- Southside Institutions Neighborhood Alliance
- Legacy Foundation of Hartford
- Urban League of Greater Hartford
- Community Health Services (FQHC)
- Farmington Valley Health District
- Malta House of Care
- West Hartford – Bloomfield Health District
- Greater Hartford Legal Aid
- Hartford Hospital

LIMITATIONS IN DATA AND INFORMATION

While this report was designed to provide a comprehensive assessment of the community's overall health, we recognize that it cannot accurately measure all possible aspects of the community's health.

This assessment incorporates a significant amount of quantitative data that was collected from a variety of sources. However, this information was sometimes limited as to the level of geographic detail or demographic identifier, availability for all diseases and health indicators, and by the timeliness of the information's reporting period.

Qualitatively, many community individuals were involved in the development of this report, however, given that input was not provided by all community members, there may be instances where specific health issues are not adequately represented.

These information gaps could potentially limit this report's ability to assess all of the community's health needs.

KEY FINDINGS AND PRIORITIES



SIGNIFICANT COMMUNITY HEALTH NEEDS

Based on data analysis, surveys, focus groups, and interviews, these are the top community health needs and priorities for the Hartford Hospital focus area:

Housing and safety issues including a lack of affordable housing, neighborhood safety, and housing conditions.

- While certain housing metrics for the overall service area are comparable to or better than the State of Connecticut, pockets of poverty in and around Hartford warrant additional attention relative to the impact that limited availability of housing and safe housing conditions/neighborhoods will have on community health status.

Access to care

- Access to care is impacted by a number of factors including availability of transportation, insurance cost, availability of primary care providers, availability of providers who take all insurance types, and community health center hours that meet the needs of those working during regular business hours.

Food concerns

- The availability of meals, lack of healthy food choices, and the cost of healthy food are a challenge for many, especially in the poorest neighborhoods in the service area. Access to healthy food, especially for children outside of school-based programs and for seniors, is a challenge even for those in middle-income areas.

Mental health and substance abuse

- The ongoing opioid epidemic, a shortage of mental health providers and counselors and the difficulty of recruiting additional providers, and a lack of effective mental health screening at all levels contribute to continuing challenges with mental health and substance abuse in the service area.

Chronic disease and poor physical and mental health

- Chronic disease including asthma and diabetes remain challenges despite community-wide efforts. Varying rates of childhood vaccinations due to access to care as well as limited safe options for exercise/active living also contribute to poor health status including obesity and depression.
- The city of Hartford scored significantly worse on multiple metrics relative to the state of Connecticut, including good physical health, good mental health, depression, obesity, amount of physical activity, and smoking.

Collaboration, communication, and coordination between social services agencies and health care providers

- Despite a significant number of outstanding community health initiatives, the majority of stakeholders who participated in focus groups and interviews said that a lack of coordination among and between providers and community-based organizations limits the overall effectiveness of the programs and the funding that are going to help serve the populations most in need.

KEY FINDINGS AND PRIORITIES

HEALTHY PEOPLE 2020 KEY BENCHMARKS AND METRICS

The following table highlights some of the service area's key health metrics as compared to the State of Connecticut and the Healthy People 2020 targeted benchmarks. The indicators shown in the table below reflect data from the Connecticut Department of Health's Local Analysis.

Green text indicates metrics that are better than the Healthy People 2020 benchmark, and red text indicates metrics that are worse than the Healthy People 2020 benchmark. The service area and the State of Connecticut have the same indicators that are above and below the Healthy People 2020 benchmarks.

	SERVICE AREA	STATE OF CONNECTICUT	HEALTHY PEOPLE 2020
HEALTH STATUS INDICATORS			
Good Physical Health	84.3%	84.6%	79.8%
Good Mental Health	83.4%	84.0%	80.1%
Healthy Weight	37.5%	38.6%	33.9%
HEALTH RISK BEHAVIORS			
No Leisure Time or Physical Activity	23.1%	23.2%	32.6%
Current Cigarette Smoking	15.3%	15.3%	12.0%
Excessive Alcohol Consumption	18.7%	18.9%	25.4%
HEALTH PROTECTIVE BEHAVIORS			
Influenza Vaccination	43.2%	41.9%	90.0%
Pneumococcal Vaccination	71.7%	70.1%	90.0%
HIV Test	36.0%	35.6%	73.6%

KEY FINDINGS AND PRIORITIES

LOCAL AREA INDICATORS

SELECTED LOCAL AREAS

In order to understand population health behaviors and indicators at a more granular level, metrics were retrieved from the Connecticut Department of Health based on their 53 local area definitions based on county subdivisions, with selected area definitions highlighted in the table below.

Hartford Hospital Selected Local Areas

Local Area/Included Cities and Towns	Label
3 - Hartford	Hartford
5 - East Windsor, Ellington, Enfield, Somers, Suffield, Windsor Locks	East Windsor
6 - Manchester, Vernon	Manchester
9 - Meriden, Middletown	Meriden
13 - Chester, Colchester, Durham, East Haddam, East Hampton, Haddam, Hebron, Marlborough, Middlefield, Portland	East Haddam
15 - Newington, Wethersfield	Newington
18 - North Haven, Wallingford	North Haven
21 - Andover, Ashford, Bolton, Chaplin, Columbia, Coventry, Scotland, Tolland	Coventry
22 - West Hartford	West Hartford
24 - Plainville, Southington, Wolcott	Southington
25 - Bozrah, Lebanon, North Stonington, Salem, Stonington	Stonington
26 - Barkhamsted, Canton, Colebrook, East Granby, Granby, Hartland, New Hartford	Granby
27 - Mansfield, Stafford, Willington	Stafford
28 - Bethany, Cheshire, Prospect, Woodbridge	Cheshire
30 - East Hartford, South Windsor	East Hartford
31 - Bethel, Cromwell, Glastonbury	Glastonbury
33 - Avon, Simsbury	Simsbury
36 - Bristol	Bristol
41 - Bloomfield, Windsor	Bloomfield
42 - Burlington, Farmington	Farmington
43 - Torrington, Winchester	Torrington
44 - Brooklyn, Canterbury, Eastford, Hampton, Pomfret, Union, Woodstock	Brooklyn
45 - Berlin, Rocky Hill	Berlin
50 - New Britain	New Britain
53 - Windham	Windham

Source: Connecticut Department of Public Health

KEY FINDINGS AND PRIORITIES

LOCAL HEALTH INDICATOR DEFINITIONS

The following table provides definitions for each of the local health indicators.

Health Indicator Definitions

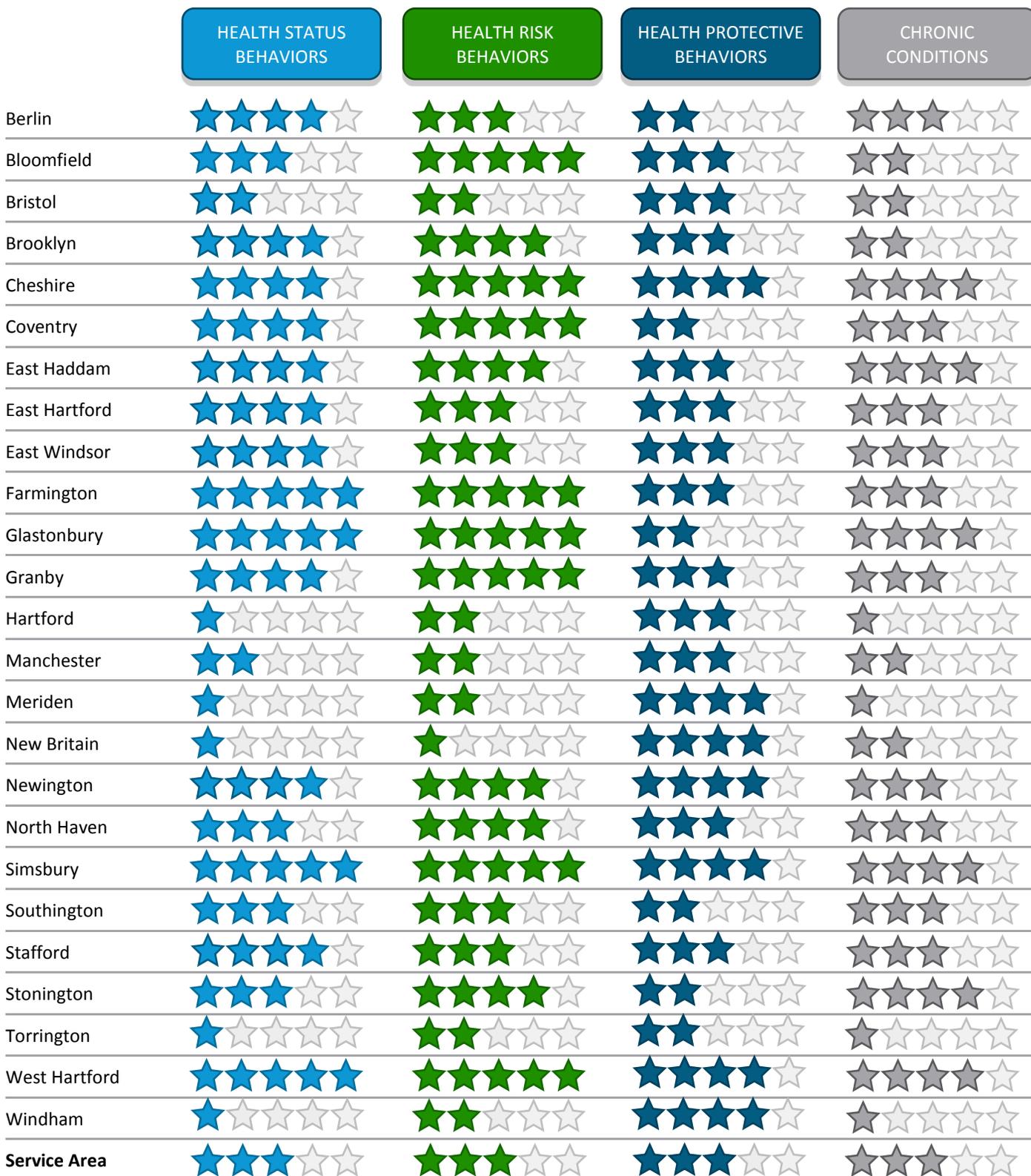
Health Indicator	Definition
Health Status Indicators	
Good or Better General Health (% of Adults)	General health categorized as "Good", "Very Good", or "Excellent"
Good Physical Health (% of Adults)	Less than 14 days in the last 30 days where their physical health was not good
Good Mental Health (% of Adults)	Less than 14 days in the last 30 days where their mental health was not good
Healthy Weight (% of Adults)	Body-mass index between 18.5 and 25.0
Health Risk Behaviors	
No Leisure Time or Physical Activity (% of Adults)	No participation in any physical activities or exercise, outside of work, in the last 30 days
Current Cigarette Smoking (% of Adults)	Smoke cigarettes every day or some days
Excessive Alcohol Consumption (% of Adults)	Classified as a heavy or binge drinker. Heavy drinking is defined as at least three drinks daily for men or at least two drinks daily for women. Binge drinking is defined as six or more drinks during one occasion or five or more drinks per occasion for women.
Health Protective Behaviors	
Routine Check-Ups (% of Adults)	Visited a doctor for a routine checkup in the past two years
Influenza Vaccination (% of Adults)	Received a flu shot or vaccine within the last year
Pneumococcal Vaccination (% of Adults Aged 65+)	Received a pneumonia shot or vaccine in their lifetime
HIV Test (% of Adults Aged 18-64)	Tested for HIV in their lifetime
Chronic Conditions	
Current Asthma (% of Adults)	Diagnosed with asthma
Arthritis (% of Adults)	Diagnosed with arthritis, rheumatoid arthritis, gout, lupus, or fibromyalgia
Diabetes (% of Adults)	Diagnosed with diabetes
Depression (% of Adults)	Diagnosed with a depressive disorder
Chronic Obstructive Pulmonary Disease (% of Adults)	Diagnosed with COPD, emphysema, or chronic bronchitis
Cardiovascular Disease (% of Adults)	Diagnosed with a heart attack, myocardial infarction, angina, coronary heart disease, or stroke

Source: Connecticut Department of Public Health

KEY FINDINGS AND PRIORITIES

SUMMARY OF LOCAL INDICATORS

The following chart outlines health indicators by local area as compared to the State of Connecticut. Scores range from one to five stars, from significantly worse to significantly better than the State of Connecticut, respectively.



KEY FINDINGS AND PRIORITIES

DETAILED LOCAL INDICATORS

The following tables provide additional detail for each local area's health indicator.

Health Indicators and Behaviors
Prevalence as a Percent of Population

Health Indicator	Local Area									Hartford Service Area	State of Connecticut
	Hartford	East Windsor	Manchester	Meriden	East Haddam	Newington	North Haven	Coventry	West Hartford		
Health Status Indicators											
Good or Better General Health	72.9%	89.1%	85.0%	80.4%	90.7%	90.7%	88.1%	90.5%	91.7%	86.1%	85.6%
Good Physical Health	78.5%	83.0%	82.3%	79.1%	87.4%	87.2%	86.5%	87.4%	89.2%	84.3%	84.6%
Good Mental Health	76.5%	83.6%	81.3%	76.6%	85.1%	86.3%	84.7%	87.1%	87.9%	83.4%	84.0%
Healthy Weight	32.7%	35.8%	31.4%	32.1%	37.8%	38.3%	37.8%	37.3%	45.5%	37.5%	38.6%
Health Risk Behaviors											
No Leisure Time or Physical Activity	35.7%	25.4%	21.9%	25.4%	20.5%	20.0%	22.2%	16.4%	16.5%	23.1%	23.2%
Current Cigarette Smoking	23.5%	16.9%	21.9%	20.4%	11.7%	9.1%	13.2%	11.2%	6.9%	15.3%	15.3%
Excessive Alcohol Consumption	15.4%	20.6%	17.3%	20.0%	20.0%	18.3%	15.6%	22.4%	16.9%	18.7%	18.9%
Health Protective Behaviors											
Routine Check-Ups	84.7%	88.5%	84.2%	89.0%	85.5%	89.2%	87.7%	86.8%	88.7%	87.1%	86.8%
Influenza Vaccination	31.9%	41.3%	41.2%	43.5%	47.8%	49.9%	44.8%	43.7%	50.6%	43.2%	41.9%
Pneumococcal Vaccination	65.9%	72.0%	74.7%	68.8%	71.8%	71.3%	69.6%	66.5%	77.6%	71.6%	70.1%
HIV Test	56.1%	32.9%	39.1%	41.6%	29.3%	32.2%	31.1%	27.2%	35.1%	36.0%	35.6%
Chronic Conditions											
Current Asthma	14.2%	9.4%	12.7%	15.0%	13.4%	9.0%	9.4%	9.9%	8.5%	10.8%	9.8%
Arthritis	21.6%	25.7%	25.8%	26.1%	23.8%	28.1%	22.7%	23.6%	21.3%	24.5%	23.9%
Diabetes	13.2%	9.5%	8.8%	9.4%	6.9%	8.3%	9.5%	7.7%	5.4%	9.0%	9.1%
Depression	25.6%	18.9%	23.5%	26.7%	13.4%	16.0%	15.6%	17.5%	14.4%	19.0%	17.2%
Chronic Obstructive Pulmonary Disease	6.2%	6.4%	8.3%	6.4%	4.8%	5.0%	4.8%	4.9%	5.0%	5.8%	5.5%
Cardiovascular Disease	8.6%	7.6%	8.0%	7.8%	8.0%	8.0%	6.6%	7.2%	6.5%	7.5%	7.3%

Source: Connecticut Department of Public Health

- Significantly Better Than State Average
- Significantly Worse Than State Average

KEY FINDINGS AND PRIORITIES

Health Indicators and Behaviors Prevalence as a Percent of Population

Health Indicator	Local Area								Hartford Service Area	State of Connecticut
	Southington	Stonington	Granby	Stafford	Cheshire	East Hartford	Glastonbury	Simsbury		
Health Status Indicators										
Good or Better General Health	88.1%	87.8%	92.3%	87.9%	92.3%	85.3%	93.0%	91.0%	86.1%	85.6%
Good Physical Health	85.8%	86.7%	87.8%	86.0%	87.4%	87.8%	87.6%	85.3%	84.3%	84.6%
Good Mental Health	86.2%	87.1%	87.1%	84.2%	86.5%	84.8%	88.2%	85.3%	83.4%	84.0%
Healthy Weight	35.2%	39.2%	41.3%	45.7%	42.6%	38.0%	43.4%	50.9%	37.5%	38.6%
Health Risk Behaviors										
No Leisure Time or Physical Activity	24.4%	16.3%	15.5%	21.5%	17.4%	25.4%	16.8%	15.0%	23.1%	23.2%
Current Cigarette Smoking	15.8%	13.9%	10.7%	12.4%	8.9%	13.1%	9.2%	9.2%	15.3%	15.3%
Excessive Alcohol Consumption	22.2%	20.3%	16.6%	21.5%	19.1%	16.1%	21.1%	21.2%	18.7%	18.9%
Health Protective Behaviors										
Routine Check-Ups	88.8%	88.5%	86.0%	87.1%	87.9%	86.2%	90.0%	86.8%	87.1%	86.8%
Influenza Vaccination	45.0%	43.8%	43.5%	42.7%	45.1%	44.8%	46.3%	48.3%	43.2%	41.9%
Pneumococcal Vaccination	75.1%	65.3%	75.4%	70.0%	82.9%	75.3%	70.3%	76.7%	71.6%	70.1%
HIV Test	28.3%	27.8%	33.5%	34.8%	33.2%	36.9%	29.8%	33.2%	36.0%	35.6%
Chronic Conditions										
Current Asthma	11.6%	5.0%	12.2%	9.4%	5.7%	10.9%	7.5%	8.3%	10.8%	9.8%
Arthritis	28.0%	26.7%	25.8%	21.5%	22.3%	20.7%	22.5%	23.0%	24.5%	23.9%
Diabetes	7.5%	7.5%	7.1%	7.3%	7.2%	10.3%	3.9%	8.0%	9.0%	9.1%
Depression	19.2%	13.8%	16.0%	16.9%	15.1%	14.6%	14.8%	15.5%	19.0%	17.2%
COPD	4.8%	5.0%	5.0%	5.0%	5.0%	5.6%	4.6%	5.0%	5.8%	5.5%
Cardiovascular Disease	8.8%	10.1%	6.1%	6.2%	7.1%	8.2%	5.2%	4.7%	7.5%	7.3%

Source: Connecticut Department of Public Health

■ Significantly Better Than State Average

■ Significantly Worse Than State Average

KEY FINDINGS AND PRIORITIES

Health Indicators and Behaviors Prevalence as a Percent of Population

Health Indicator	Local Area								Hartford Service Area	State of Connecticut
	Bristol	Bloomfield	Farmington	Torrington	Brooklyn	Berlin	New Britain	Windham		
Health Status Indicators										
Good or Better General Health	84.1%	88.5%	89.7%	80.4%	90.7%	87.7%	76.8%	77.7%	86.1%	85.6%
Good Physical Health	83.8%	89.1%	87.2%	75.7%	88.2%	89.0%	76.6%	76.8%	84.3%	84.6%
Good Mental Health	80.3%	85.9%	90.3%	83.0%	84.5%	83.1%	78.8%	78.3%	83.4%	84.0%
Healthy Weight	34.9%	32.5%	47.2%	34.8%	39.6%	41.9%	32.4%	36.0%	37.5%	38.6%
Health Risk Behaviors										
No Leisure Time or Physical Activity	29.1%	18.1%	16.5%	24.0%	20.6%	23.2%	30.9%	31.0%	23.1%	23.2%
Current Cigarette Smoking	20.2%	11.0%	11.3%	21.1%	16.1%	15.3%	20.4%	21.1%	15.3%	15.3%
Excessive Alcohol Consumption	22.6%	13.5%	22.3%	18.5%	14.2%	17.9%	18.2%	17.2%	18.7%	18.9%
Health Protective Behaviors										
Routine Check-Ups	85.6%	90.0%	89.0%	82.3%	88.7%	90.0%	85.1%	82.0%	87.1%	86.8%
Influenza Vaccination	41.3%	43.6%	46.5%	37.2%	41.7%	44.8%	41.9%	37.8%	43.2%	41.9%
Pneumococcal Vaccination	69.3%	69.9%	72.4%	73.0%	75.7%	63.4%	71.8%	65.0%	71.6%	70.1%
HIV Test	33.7%	38.3%	31.9%	35.9%	30.5%	25.8%	46.1%	45.3%	36.0%	35.6%
Chronic Conditions										
Current Asthma	10.8%	10.0%	7.4%	8.1%	13.2%	10.0%	12.8%	14.4%	10.8%	9.8%
Arthritis	27.9%	24.2%	22.9%	32.9%	29.8%	23.8%	22.5%	24.7%	24.5%	23.9%
Diabetes	10.6%	13.3%	7.9%	11.1%	11.7%	7.5%	12.3%	10.0%	9.0%	9.1%
Depression	23.0%	15.5%	14.9%	25.9%	18.5%	15.2%	22.6%	29.6%	19.0%	17.2%
COPD	6.5%	5.0%	5.0%	9.0%	10.0%	5.0%	6.7%	5.0%	5.8%	5.5%
Cardiovascular Disease	6.5%	5.0%	5.0%	10.2%	8.6%	6.3%	10.3%	5.0%	7.5%	7.3%

Source: Connecticut Department of Public Health

■ Significantly Better Than State Average

■ Significantly Worse Than State Average

COMMUNITY DEFINITION AND OVERVIEW



COMMUNITY DEFINITION AND OVERVIEW

The following table outlines the ZIP Codes that comprise the Hospital's service area definition as provided by Hartford HealthCare.

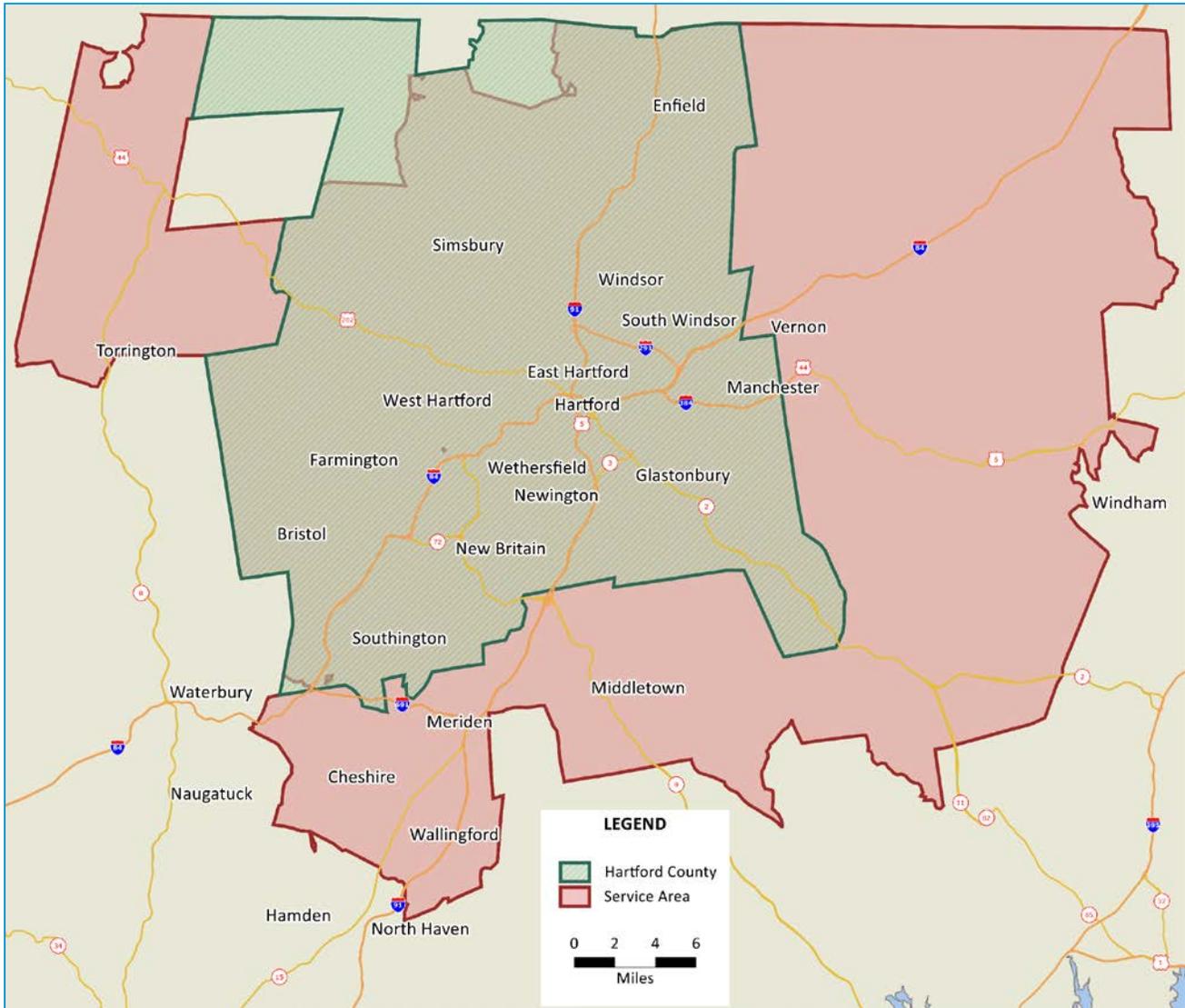
Hartford Hospital Service Area Definition

ZIP Code	City	State	ZIP Code	City	State	ZIP Code	City	State
06001	Avon	CT	06076	Stafford Springs	CT	06226	Willimantic	CT
06002	Bloomfield	CT	06078	Suffield	CT	06231	Amston	CT
06010	Bristol	CT	06080	Suffield	CT	06232	Andover	CT
06013	Burlington	CT	06081	Tariffville	CT	06237	Columbia	CT
06016	Broad Brook	CT	06082	Enfield	CT	06238	Coventry	CT
06019	Canton	CT	06084	Tolland	CT	06248	Hebron	CT
06022	Collinsville	CT	06085	Unionville	CT	06249	Lebanon	CT
06023	East Berlin	CT	06088	East Windsor	CT	06250	Mansfield Center	CT
06026	East Granby	CT	06089	Weatogue	CT	06256	North Windham	CT
06029	Ellington	CT	06092	West Simsbury	CT	06268	Storrs Mansfield	CT
06032	Farmington	CT	06095	Windsor	CT	06269	Storrs Mansfield	CT
06033	Glastonbury	CT	06096	Windsor Locks	CT	06278	Ashford	CT
06035	Granby	CT	06098	Winsted	CT	06279	Willington	CT
06037	Berlin	CT	06103	Hartford	CT	06410	Cheshire	CT
06040	Manchester	CT	06105	Hartford	CT	06414	Cobalt	CT
06042	Manchester	CT	06106	Hartford	CT	06415	Colchester	CT
06043	Bolton	CT	06107	West Hartford	CT	06416	Cromwell	CT
06051	New Britain	CT	06108	East Hartford	CT	06424	East Hampton	CT
06052	New Britain	CT	06109	Wethersfield	CT	06447	Marlborough	CT
06053	New Britain	CT	06110	West Hartford	CT	06450	Meriden	CT
06057	New Hartford	CT	06111	Newington	CT	06451	Meriden	CT
06061	Pine Meadow	CT	06112	Hartford	CT	06456	Middle Haddam	CT
06062	Plainville	CT	06114	Hartford	CT	06457	Middletown	CT
06066	Vernon Rockville	CT	06117	West Hartford	CT	06479	Plantsville	CT
06067	Rocky Hill	CT	06118	East Hartford	CT	06480	Portland	CT
06070	Simsbury	CT	06119	West Hartford	CT	06489	Southington	CT
06071	Somers	CT	06120	Hartford	CT	06492	Wallingford	CT
06073	South Glastonbury	CT	06160	Hartford	CT	06790	Torrington	CT
06074	South Windsor	CT						

COMMUNITY DEFINITION AND OVERVIEW

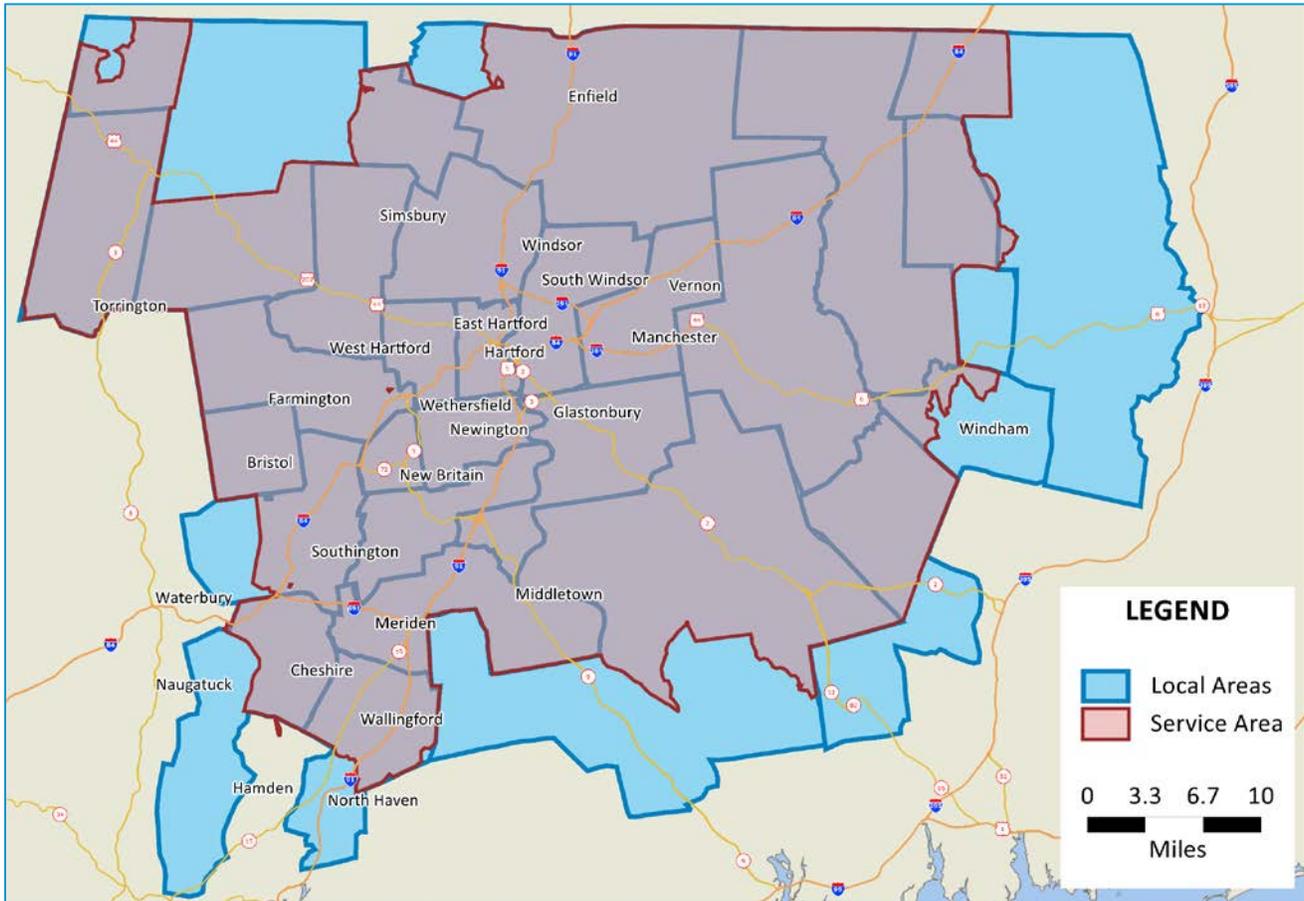
SELECTED COUNTIES

Due to limited data available at the ZIP Code level, when appropriate, key information and metrics were calculated and assessed for Hartford County, which is highlighted in green in the map below.



CONNECTICUT DEPARTMENT OF HEALTH LOCAL AREAS

In addition to county data, in order to understand population health behaviors and indicators at a more granular level, metrics were retrieved from the Connecticut Department of Health based on their 53 local area definitions based on county subdivisions. Health indicators for the local areas highlighted in blue in the map below were assessed in aggregate and are incorporated into this report.



COMMUNITY DEFINITION AND OVERVIEW

POPULATION GROWTH AND AGE DISTRIBUTION

Overall, the service area population is expected to remain flat over the next five years, which is comparable to the State of Connecticut in total. However, similar to national trends, the population is projected to shift towards residents aged 65 and older.

Demographic Summary

Age Group	Population		Percent Change	Distribution (%)	
	2017	2022		2017	2022
Service Area					
0 - 17	56,168	53,739	-4.3%	20.6%	19.8%
18 - 44	100,378	98,492	-1.9%	36.8%	36.3%
45 - 64	74,530	71,260	-4.4%	27.3%	26.2%
65+	42,039	48,109	14.4%	15.4%	17.7%
Total/Overall	273,115	271,600	-0.6%	100.0%	100.0%
State of Connecticut					
0 - 17	749,574	711,393	-5.1%	20.9%	19.7%
18 - 44	1,224,277	1,227,332	0.2%	34.1%	34.1%
45 - 64	1,024,279	985,413	-3.8%	28.5%	27.3%
65+	592,007	679,504	14.8%	16.5%	18.9%
Total/Overall	3,590,137	3,603,642	0.4%	100.0%	100.0%

Source: The Nielsen Company

ETHNICITY BREAKDOWN

While the total population is expected to remain flat, both the service area and the State of Connecticut are projected to see an increase in Hispanic, black, and other ethnicities, and a decrease in residents who identify as white.

Ethnic Summary

Ethnicity	Population		Percent Change	Distribution (%)	
	2017	2022		2017	2022
Service Area					
White	197,002	187,802	-4.7%	72.1%	69.1%
Hispanic	35,285	40,410	14.5%	12.9%	14.9%
Black	18,454	19,833	7.5%	6.8%	7.3%
Other	22,374	23,555	5.3%	8.2%	8.7%
Total/Overall	273,115	271,600	-0.6%	100.0%	100.0%
State of Connecticut					
White	2,400,758	2,293,789	-4.5%	66.9%	63.7%
Hispanic	544,952	614,281	12.7%	15.2%	17.0%
Black	389,366	409,438	5.2%	10.8%	11.4%
Other	255,061	286,134	12.2%	7.1%	7.9%
Total/Overall	3,590,137	3,603,642	0.4%	100.0%	100.0%

Source: The Nielsen Company

SOCIAL DETERMINANTS OF HEALTH



OVERVIEW

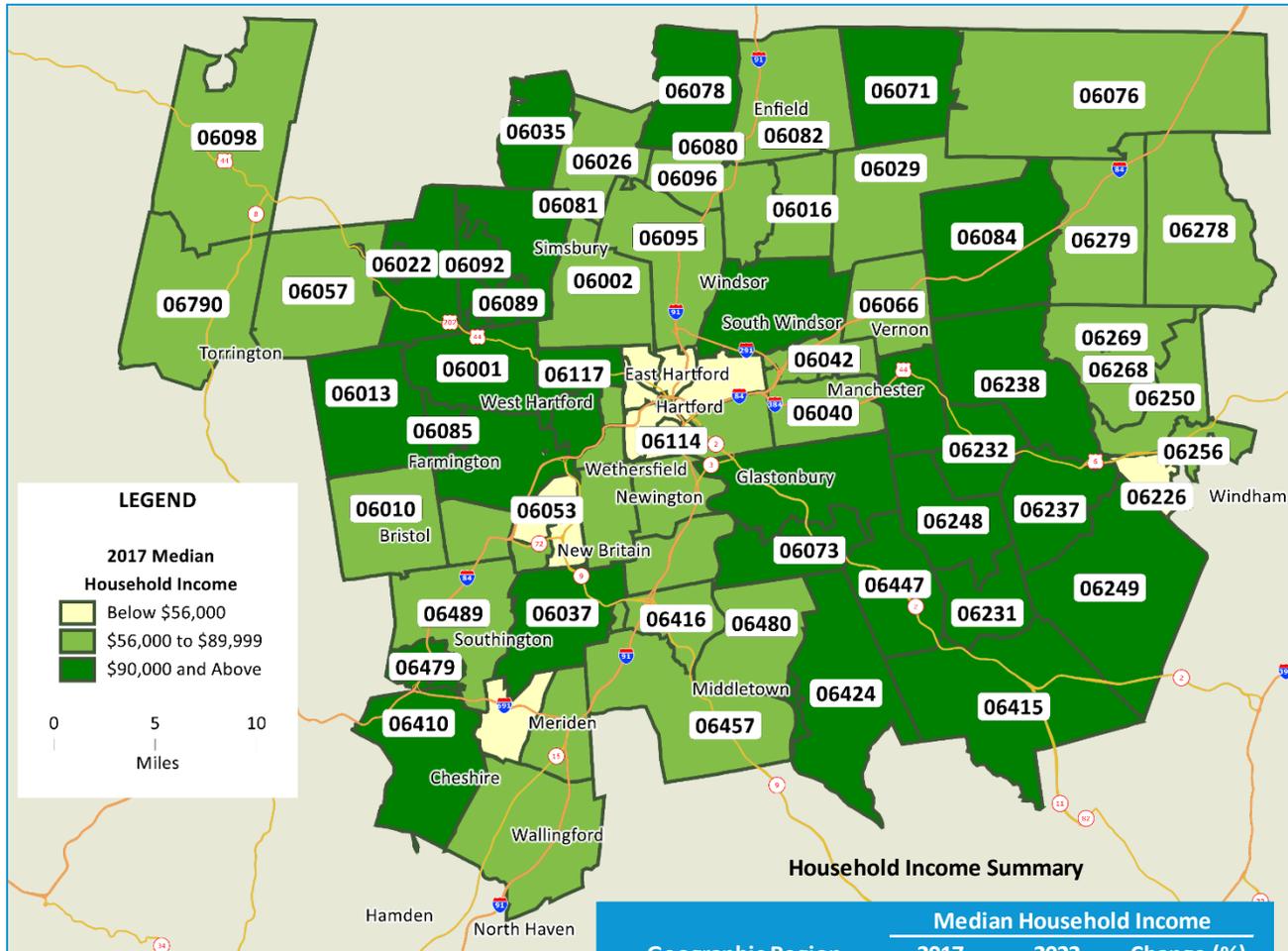
Social determinants of health are conditions in the environments in which people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes and risks. Conditions (e.g., social, economic, and physical) in these various environments and settings (e.g., school, church, workplace, and neighborhood) have been referred to as “place.” In addition to the more material attributes of “place,” the patterns of social engagement and sense of security and well-being are also affected by where people live. Resources that enhance quality of life can have a significant influence on population health outcomes. Examples of these resources include safe and affordable housing, access to education, public safety, availability of healthy foods, local emergency/health services, and environments free of life-threatening toxins. (HealthyPeople.gov)



ECONOMIC STABILITY

MEDIAN HOUSEHOLD INCOME

While the service area has a lower median household income compared to the State of Connecticut, the southeast and western side have large concentrations of households with income greater than \$90,000.



Geographic Region	Median Household Income		
	2017	2022	Change (%)
Service Area	\$76,452	\$82,240	7.6%
State of Connecticut	\$82,202	\$87,667	6.6%

Source: The Nielsen Company

SOCIAL DETERMINANTS OF HEALTH

POVERTY METRICS

The poverty rate in Hartford county is slightly higher than the State of Connecticut, with a larger percentage of Hispanic residents below the poverty line, and a slightly lower percentage of black individuals below the poverty line.

Poverty Metrics

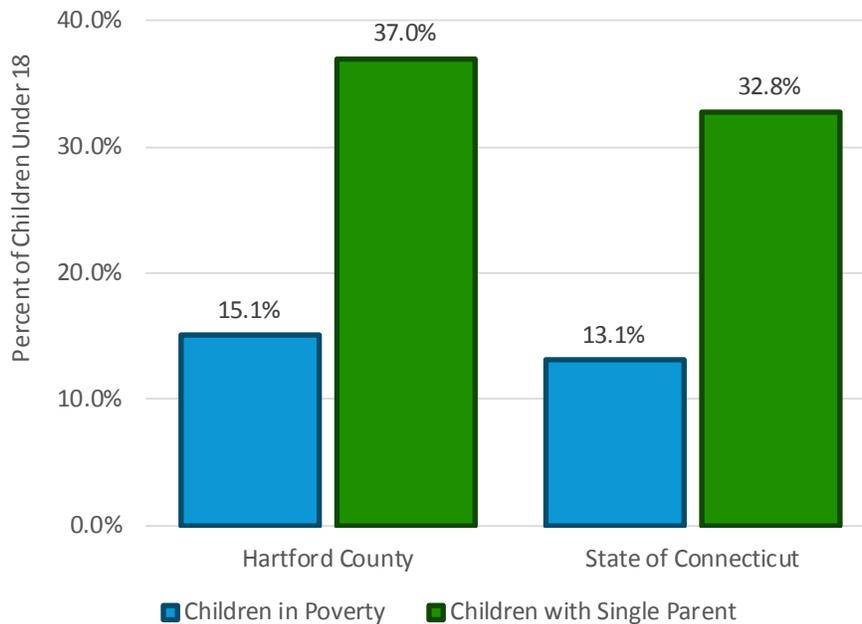
Percent Below Poverty Line	Hartford County	State of Connecticut
Ethnicity		
White	8.5%	7.8%
Black	19.2%	20.3%
Hispanic	29.0%	24.5%
Total/Overall	11.6%	10.4%
Male	10.8%	9.4%
Female	12.3%	11.3%

Source: American Community Survey

CHILDREN IN POVERTY AND SINGLE-PARENT HOUSEHOLDS

The percentage of children living in poverty and in single-parent households is slightly higher in Hartford County as compared to the State of Connecticut, with the larger variance occurring in single-parent households.

Children in Poverty and Single-Parent Households



Source: County Health Rankings

KEY INFORMANT COMMENTS

Poverty is a significant factor in the overall health of the Hartford community – it is a key underlying factor that impacts health status and ultimately, access to care.

SOCIAL DETERMINANTS OF HEALTH

HOMEOWNERSHIP RATES

The distribution of home ownership and renters within the service area is comparable to the State of Connecticut and is projected to remain consistent through 2022.

Home Ownership Rates

Geographic Region	Percent of Households		
	2017	2022	Variance
Service Area			
Owner	66.9%	66.9%	-0.1%
Renter	33.1%	33.1%	0.1%
Total/Overall	100.0%	100.0%	0.0%
State of Connecticut			
Owner	67.3%	67.2%	-0.2%
Renter	32.7%	32.8%	0.3%
Total/Overall	100.0%	100.0%	0.0%

Source: The Nielsen Company

UNEMPLOYMENT RATES

Compared to the State of Connecticut, the overall unemployment rate is lower. However, minorities in Hartford County are unemployed at significantly higher rates than the state average.

Employment Summary

Category	Hartford County		State of Connecticut	
	Labor Force Participation	Unemployment Rate	Labor Force Participation	Unemployment Rate
Ethnicity ⁽¹⁾				
White	65.8%	6.3%	66.6%	8.0%
Black	70.0%	15.4%	68.8%	6.7%
Hispanic	65.8%	13.7%	70.1%	11.9%
Total/Overall	66.6%	8.2%	67.2%	10.4%
Gender ⁽²⁾				
Male ⁽²⁾	83.8%	8.3%	85.4%	7.8%
Female ⁽²⁾	78.3%	6.7%	77.5%	6.9%

Source: American Community Survey

⁽¹⁾ Population aged 16 or older

⁽²⁾ Population aged 20 to 64

KEY INFORMANT COMMENTS

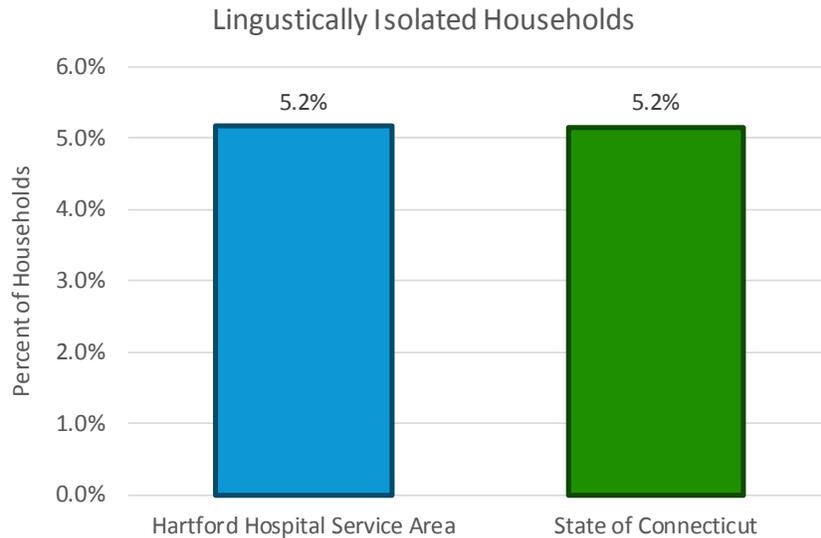
Disparities in income and employment lead to challenges with housing, one of the most important factors underlying good health. When individuals don't have a safe, it impacts all of the other social determinants negatively.

SOCIAL DETERMINANTS OF HEALTH

EDUCATION AND LANGUAGE

LINGUISTICALLY ISOLATED POPULATION

Both the service area and the State of Connecticut have approximately 5.2% of households that are considered linguistically isolated. These households are defined by all members 14 years old and over having some difficulty speaking English.



Source: County Health Rankings

EDUCATIONAL METRICS

Compared to the State of Connecticut, the average level of educational attainment is lower in the service area, with lower proportions of residents who have earned a bachelor's degree or higher.

Educational Attainment

Level of Attainment	Service Area	State of Connecticut
No High School Diploma	10.0%	9.9%
High School Graduate	28.1%	27.3%
Some College	17.7%	17.3%
Associate's Degree	8.1%	7.5%
Bachelor's Degree	20.6%	21.3%
Graduate Degree	15.4%	16.8%
Total/Overall	100.0%	100.0%

Source: American Community Survey

KEY INFORMANT COMMENTS

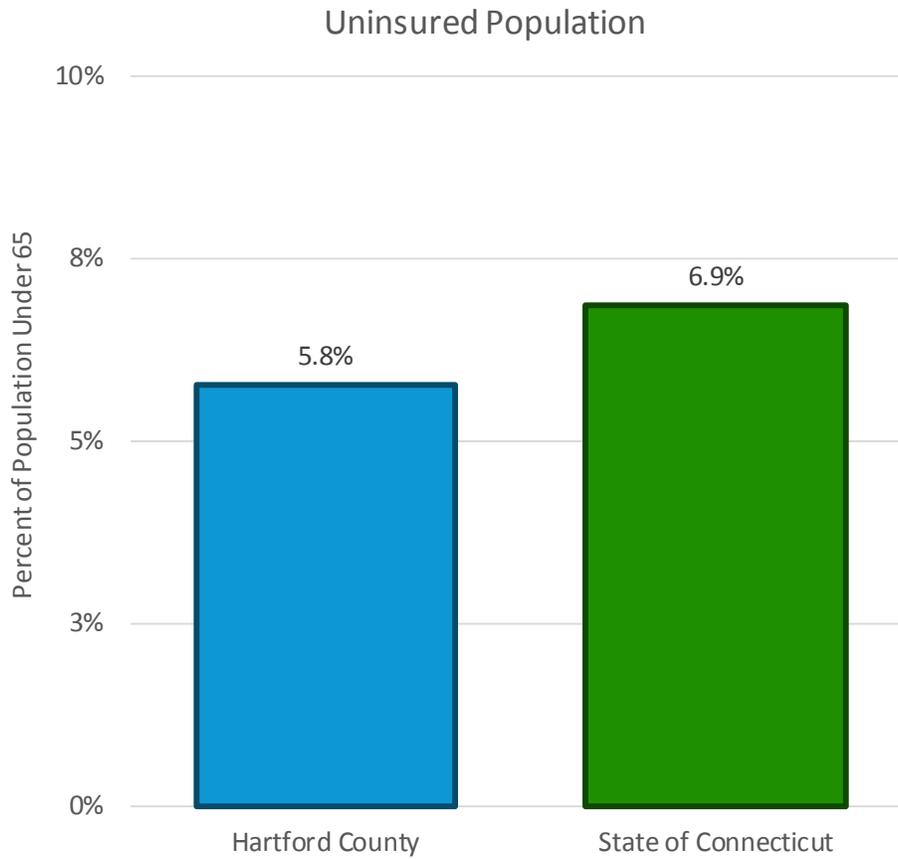
A lack of education plays into employability, which then drives many other factors including access to care and housing and food availability – all of which ultimately result in poor health.

Language barriers and a lack of understanding of cultural standards and practices lead to challenges with health care even when individuals have insurance.

HEALTH AND HEALTH CARE

UNINSURED POPULATION

Compared to the State of Connecticut, Hartford County has a lower percentage of residents without health insurance.



Source: County Health Rankings

INSURANCE COVERAGE

Of the service area’s residents who received inpatient care in 2017, approximately 75% of the patient days were covered by governmental coverage (Medicaid/Medicare), which is comparable to the State of Connecticut. However, from an emergency room perspective, the percentage of Medicaid coverage is significantly higher for both the service area and the State of Connecticut, which is expected as these patients are often the highest users of emergency services.

Insurance Coverage Estimates

Payer Category	Service Area	State of Connecticut
Inpatient Days		
Private	22.6%	22.6%
Medicare	50.3%	50.4%
Medicaid	24.7%	24.2%
Other	0.9%	0.9%
Uninsured	1.5%	1.9%
Total/Overall	100.0%	100.0%
Emergency Room Visits (Non-Admission)		
Private	26.2%	27.6%
Medicare	19.3%	18.8%
Medicaid	46.4%	44.2%
Other	2.0%	2.3%
Uninsured	6.1%	7.1%
Total/Overall	100.0%	100.0%

Source: Connecticut Hospital Association

KEY INFORMANT COMMENTS

Challenges with the state’s Medicaid program make it increasingly difficult for program beneficiaries to access care.

An increasing number of specialty physicians are refusing to take Medicaid patients because of the low reimbursement which leads to increased emergency department utilization.

There is an opportunity for quality improvement through an increase in the enrollment of seniors in Medicare Advantage programs.

SOCIAL DETERMINANTS OF HEALTH

ACCESS TO HEALTH CARE PROVIDERS

Access to comprehensive, quality health care services is important for promoting and maintaining health, preventing and managing disease, reducing unnecessary disability and premature death, and achieving health equity for all Americans. This topic area focuses on 3 components of access to care: insurance coverage, health services, and timeliness of care. When considering access to health care, it is important to also include oral health care and obtaining necessary prescription drugs. (HealthyPeople.gov)

Hartford County has more primary care physicians, dentists, and mental health providers per person than the State of Connecticut, and has significantly better ratios of dentists and mental health providers as compared to the top 10th percentile of counties across the United States.

Clinical Provider Ratios

Population Ratio ⁽¹⁾	Hartford County	State of Connecticut	United States
Primary Care Physicians	1,060	1,180	1,030
Dentists	960	1,180	1,280
Mental Health Providers	220	290	330

Source: County Health Rankings

⁽¹⁾ Number of persons per provider

KEY INFORMANT COMMENTS

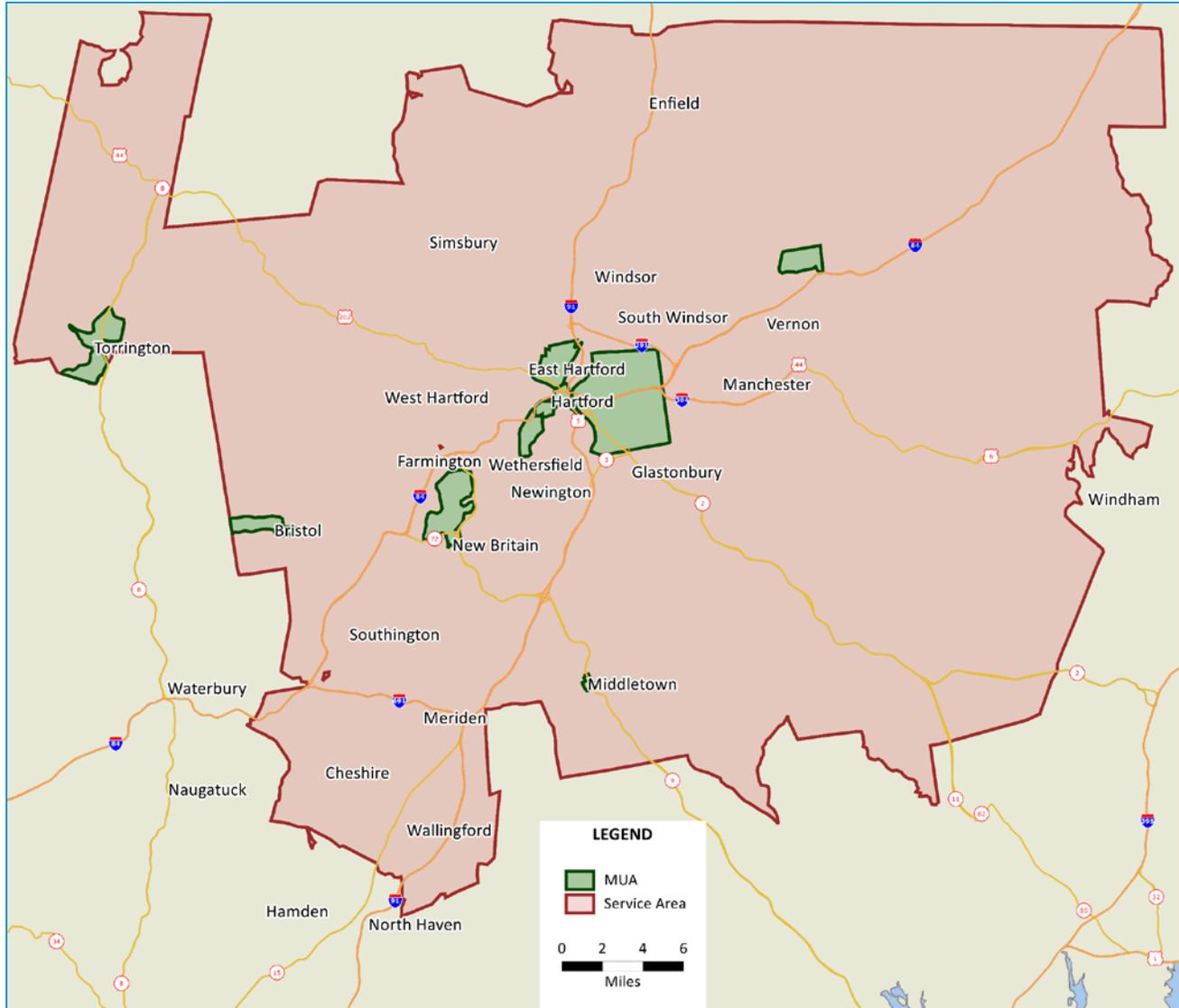
FQHCs have done a lot to help improve access to primary care – there is an opportunity to improve coordination of care between them and the Hospital

Access is driven by so many factors including transportation, language barriers, lack of education and a shortage of physicians willing to serve Medicaid and under-insured patients.

SOCIAL DETERMINANTS OF HEALTH

MEDICALLY UNDERSERVED AREAS

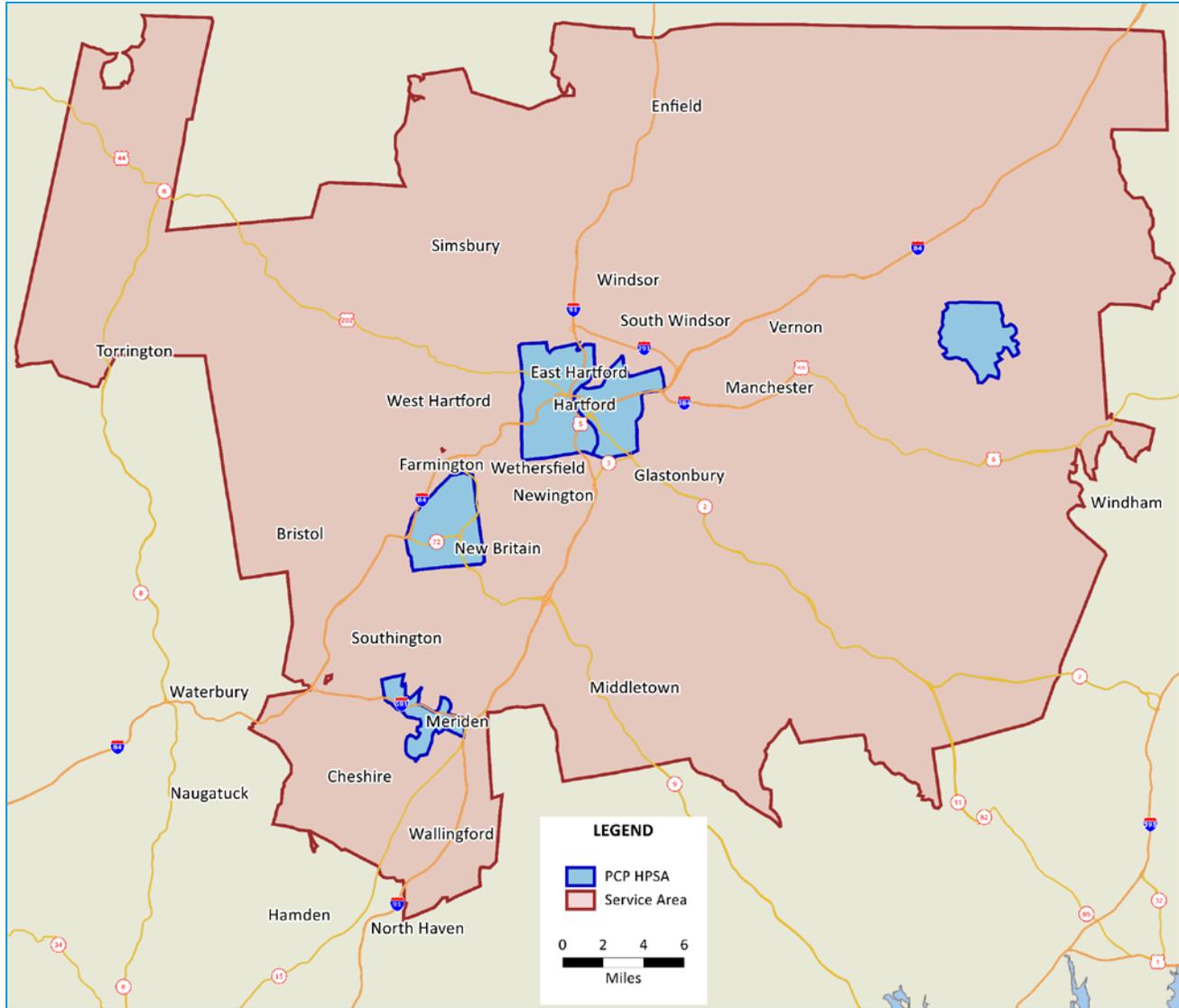
Medically Underserved Areas and Populations (“MUAs”) are geographic regions designated by the Health Resources & Services Administration under the U. S. Department of Health & Human Services as having too few primary care providers, high infant mortality, high poverty or a high elderly population. As shown in the map below, there are nine MUAs in the service area, with a concentration around Hartford, Connecticut.



SOCIAL DETERMINANTS OF HEALTH

HEALTH PROFESSIONAL SHORTAGE AREAS

Health Professional Shortage Areas (HPSAs) are designated by the Health Resources & Services Administration under the U. S. Department of Health & Human Services as having shortages of primary medical care, dental or mental health providers. As shown in the map below, there are five primary care HPSAs within the service area, with overlapping MUAs in Hartford, East Hartford, and New Britain.



NEIGHBORHOOD AND BUILT ENVIRONMENT

CRIME AND SAFETY

While violent crime in Hartford County is comparable to the State of Connecticut, Hartford County has significantly higher rates of robbery, burglary, larceny, and motor vehicle theft. However, both Hartford County and the State of Connecticut overall crime indices that are lower than the United States average.

Crime Rates

Crime Rate	Hartford County	State of Connecticut	United States
Rate per 100,000 Persons			
Murder	2.3	2.2	5.3
Rape	27.1	21.7	40.4
Robbery	91.1	75.7	102.8
Aggravated Assault	134.8	128.1	248.5
Burglary	313.4	281.8	468.9
Larceny	1,678.5	1,333.5	1,745.0
Motor Vehicle Theft	247.9	198.5	236.9
Crime Index Total	2,495.1	2,041.4	2,847.8

Source: 2016 Annual Report of the Uniform Crime Reporting Program - State of Connecticut

KEY INFORMANT COMMENTS

Safety is a critical factor that impacts health on a daily basis, especially for children. When children don't have a safe place to play or exercise, it impacts childhood obesity and mental health. In some cases, even the schools, places that should be helping children with health improvement, are not as safe as they should be.

PHYSICAL ENVIRONMENT

Compared to the State of Connecticut, Hartford County has slightly better air pollution, severe housing problems, and overall access to healthy foods. However, the top 10th percentile of counties in the United States have a significantly lower percentage of households with severe housing problems.

Physical Environment

Indicator	Hartford County	State of Connecticut	United States
Air Pollution ⁽¹⁾	7.7	8.2	6.7
Severe Housing Problems ⁽²⁾	18.0%	19.0%	9.0%
Food Environment Index ⁽³⁾	8.2	8.5	8.6

Source: County Health Rankings

⁽¹⁾ Average daily density of fine particulate matter in micrograms per cubic meter

⁽²⁾ Percent of households with overcrowding, high housing costs, or lack kitchen/plumbing facilities

⁽³⁾ Score (0 - 10) representing limited access to healthy foods

HEALTH STATUS AND BEHAVIORS



OVERALL HEALTH STATUS

The service area has slightly better physical and mental health metrics than the State of Connecticut but has a larger percentage of adults who have been diagnosed with a depressive disorder.

General Health Status Indicators

Health Indicator	Service Area	State of Connecticut
General Health		
Hartford Local Area Region ⁽¹⁾		
Good or Better General Health (% of Adults)	86.1%	85.6%
Good Physical Health (% of Adults)	84.3%	84.6%
Hartford County ⁽²⁾		
Poor or Fair Health (% of Adults)	13.0%	14.0%
Poor Physical Health Days (Last 30 Days)	3.2	3.4
Mental Health		
Hartford Local Area Region ⁽¹⁾		
Good Mental Health (% of Adults)	83.4%	84.0%
Depression (% of Adults)	19.0%	17.2%
Hartford County ⁽²⁾		
Poor Mental Health Days (Last 30 Days)	3.5	3.8

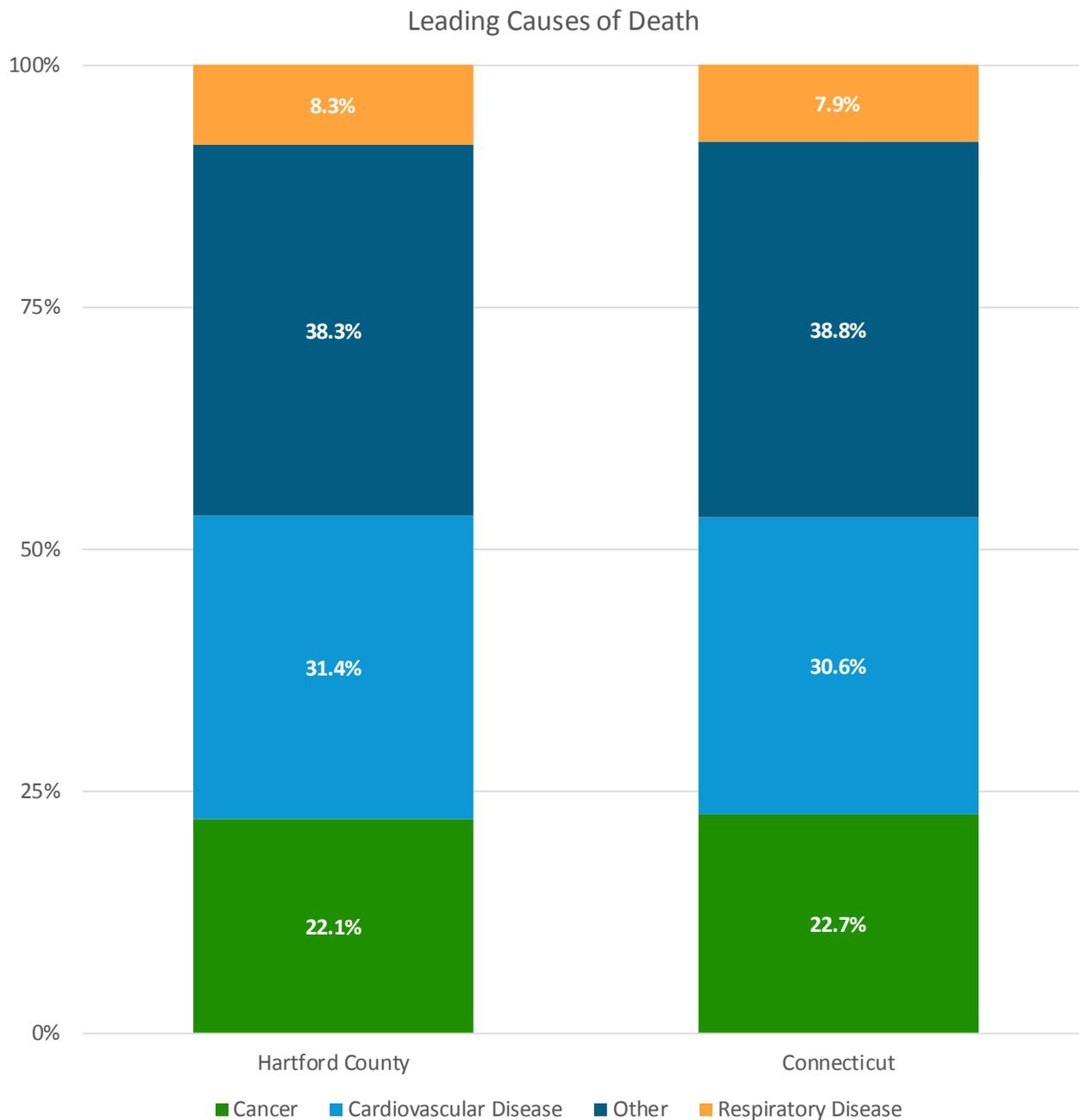
Sources:

⁽¹⁾ Connecticut Department of Health - Local Analysis of Selected Health Indicators - 2017

⁽²⁾ Centers for Disease Control - 2016 Behavioral Risk Factor Surveillance System

CHARACTERISTICS AND CAUSES OF DEATH

Similar to national and regional trends, cardiovascular disease and cancer are the largest causes of death in Hartford County, followed by respiratory disease.



Source: CDC Wonder Online Query System

CANCER PREVALENCE AND SCREENING

Continued advances in cancer research, detection, and treatment have resulted in a decline in both incidence and death rates for all cancers. Among people who develop cancer, more than half will be alive in 5 years, yet cancer remains a leading cause of death in the United States, second only to heart disease. Many cancers are preventable by reducing risk factors such as the use of tobacco products, physical inactivity, poor nutrition, obesity, and ultraviolet light exposure. Screening is effective in identifying some types of cancers in early, often highly treatable stages. For cancers with evidence-based screening tools, early detection must address the continuum of care from screening to appropriate follow-up of abnormal test results and referral to cancer treatment. (HealthyPeople.gov)

Compared to the State of Connecticut, Hartford County has similar cancer prevalence rates, except for prostate cancer which is slightly higher than both the State of Connecticut and the United States average. Cancer screening prevalence is comparable between Hartford County and the State of Connecticut, and significantly better than the United States average for mammograms and sigmoidoscopies/colonoscopies.

Cancer Prevalence and Screening

Type of Cancer	Hartford County	State of Connecticut	United States
Disease Prevalence (Per 100,000)			
Breast	134.8	139.2	123.5
Cervical	6.4	6.7	7.6
Colon and Rectum	40.5	38.8	39.8
Lung	60.6	62.1	61.2
Prostate	124.2	118.8	114.8
Screening Prevalence (Age-Adjusted %)			
Mammogram	69.2%	67.8%	63.1%
Pap Test	80.6%	82.1%	78.5%
Sigmoidoscopy/Colonoscopy	70.4%	69.6%	61.3%

Source: Community Commons Health Indicators Report

CARDIOVASCULAR DISEASE

Heart disease is the leading cause of death in the United States. Stroke is the fifth leading cause of death in the United States. Together, heart disease and stroke, along with other cardiovascular disease, are among the most widespread and costly health problems facing the Nation today, accounting for approximately \$320 billion in health care expenditures and related expenses annually. Fortunately, they are also among the most preventable. The leading modifiable (controllable) risk factors for heart disease and stroke are high blood pressure, high cholesterol, cigarette smoking, diabetes, unhealthy diet and physical inactivity, and obesity. (HealthyPeople.gov)

Overall, the prevalence of cardiovascular disease, high blood pressure, and high cholesterol are slightly higher in the service area and Hartford County as compared to the State of Connecticut. However, the mortality rate for heart disease is significantly higher in Hartford County.

Cardiovascular Disease

Prevalence (% of Adults)	Service Area	State of Connecticut
Hartford Local Area Region ⁽¹⁾		
Cardiovascular Disease	7.5%	7.3%
Hartford County ⁽²⁾		
High Blood Pressure	26.6%	25.0%
High Cholesterol	37.8%	36.3%
Heart Disease Mortality ⁽³⁾	151.4	101.6
Stroke Mortality ⁽³⁾	26.6	27.3

Sources:

⁽¹⁾ Connecticut Department of Health

⁽²⁾ Community Commons

⁽³⁾ Age-Adjusted rate per 100,000 persons

RESPIRATORY DISEASE

Asthma and chronic obstructive pulmonary disease (“COPD”) are significant public health burdens. Specific methods of detection, intervention, and treatment exist that may reduce this burden and promote health.

Asthma is a chronic inflammatory disorder of the airways characterized by episodes of reversible breathing problems due to airway narrowing and obstruction. These episodes can range in severity from mild to life threatening. Symptoms of asthma include wheezing, coughing, chest tightness, and shortness of breath. Daily preventive treatment can prevent symptoms and attacks and enable individuals who have asthma to lead active lives.

COPD is a preventable and treatable disease characterized by airflow limitation that is not fully reversible. The airflow limitation is usually progressive and associated with an abnormal inflammatory response of the lungs to noxious particles or gases (typically from exposure to cigarette smoke). Treatment can lessen symptoms and improve quality of life for those with COPD.

Currently more than 25 million people in the United States have asthma. Approximately 14.8 million adults have been diagnosed with COPD, and approximately 12 million people have not yet been diagnosed. The burden of respiratory diseases affects individuals and their families, schools, workplaces, neighborhoods, cities, and states. Because of the cost to the health care system, the burden of respiratory diseases also falls on society; it is paid for with tax dollars, higher health insurance rates, and lost productivity. Annual health care expenditures for asthma alone are estimated at \$20.7 billion. (HealthyPeople.gov)

The prevalence of asthma and COPD are slightly higher in the service area compared to the State of Connecticut. Additionally, the mortality rate for chronic lower respiratory disease is significantly higher in Hartford County.

Respiratory Disease

Prevalence (% of Adults)	Service Area	State of Connecticut
Hartford Local Area Region ⁽¹⁾		
Asthma	10.8%	9.8%
Chronic Obstructive Pulmonary Disease	5.8%	5.5%
Hartford County ⁽²⁾		
Lung Disease - Mortality ⁽³⁾	29.2	15.9

Sources :

⁽¹⁾ Connecticut Department of Health

⁽²⁾ Community Commons

⁽³⁾ Age-Adjusted rate per 100,000 persons

DIABETES

Diabetes mellitus (“Diabetes) occurs when the body cannot produce enough insulin or cannot respond appropriately to insulin. Insulin is a hormone that the body needs to absorb and use glucose as fuel for the body’s cells. Without a properly functioning insulin signaling system, blood glucose levels become elevated and other metabolic abnormalities occur, leading to the development of serious, disabling complications.

Effective therapy can prevent or delay diabetic complications. However, about 28 percent of Americans with diabetes are undiagnosed, and another 86 million American adults have blood glucose levels that greatly increase their risk of developing type 2 diabetes in the next several years. Diabetes complications tend to be more common and more severe among people whose diabetes is poorly controlled, which makes this disease an immense and complex public health challenge. Preventive care practices are essential to better health outcomes for people with diabetes. (HealthyPeople.gov)

Overall, the diabetes health indicators in the service area and Hartford County are better than the State of Connecticut.

Diabetes

Indicator	Service Area	State of Connecticut
Hartford Local Area Region		
Diabetes ⁽¹⁾	9.0%	9.1%
Hartford County		
Diabetes Monitoring ⁽²⁾	88.4%	86.6%
Diabetes - Mortality ⁽³⁾	13.1	14.3

Sources:

⁽¹⁾ Connecticut Department of Health - Percent of adults

⁽²⁾ County Health Rankings - Percent of diabetic Medicare enrollees that receive HbA1c monitoring

⁽³⁾ Centers for Disease Control - Age-Adjusted rate per 100,000 persons

INFECTIOUS DISEASES

The increase in life expectancy during the 20th century is largely due to improvements in child survival; this increase is associated with reductions in infectious disease mortality, due largely to immunization. However, infectious diseases remain a major cause of illness, disability, and death. Immunization recommendations in the United States currently target 17 vaccine-preventable diseases across the lifespan.

Acute respiratory infections, including pneumonia and influenza, are the 8th leading cause of death in the United States, accounting for 56,000 deaths annually. Pneumonia mortality in children fell by 97 percent in the last century, but respiratory infectious diseases continue to be leading causes of pediatric hospitalization and outpatient visits in the United States. On average, influenza leads to more than 200,000 hospitalizations and 36,000 deaths each year. The 2009 H1N1 influenza pandemic caused an estimated 270,000 hospitalizations and 12,270 deaths (1,270 of which were of people younger than age 18) between April 2009 and March 2010.

Viral hepatitis and tuberculosis can be prevented, yet health care systems often do not make the best use of their available resources to support prevention efforts. Because the U.S. health care system focuses on treatment of illnesses, rather than health promotion, patients do not always receive information about prevention and healthy lifestyles. This includes advancing effective and evidence-based viral hepatitis and tuberculosis prevention priorities and interventions. (HealthyPeople.gov)

The service area has slightly higher rates of influenza and pneumococcal vaccination, and Hartford County has a slightly lower rate of influenza and pneumonia mortality and incidences of hepatitis C and tuberculosis than the State of Connecticut.

Infectious Diseases

Health Indicator	Service Area	State of Connecticut
Hartford Local Area Region ⁽¹⁾		
Influenza Vaccination	43.2%	41.9%
Pneumococcal Vaccination	71.6%	70.1%
Hartford County		
Influenza and Pneumonia - Mortality ⁽²⁾	11.1	11.7
Hepatitis C ⁽³⁾	38.9	39.5
Tuberculosis ⁽³⁾	1.7	1.4

Sources:

⁽¹⁾ Connecticut Department of Health - Percent of adults

⁽²⁾ Centers for Disease Control - Age-Adjusted rate per 100,000 persons

⁽³⁾ Connecticut Department of Health - Rate per 100,000 persons

SEXUALLY TRANSMITTED DISEASES

Sexually transmitted diseases (“STDs”) refer to more than 35 infectious organisms that are transmitted primarily through sexual activity. STD prevention is an essential primary care strategy for improving reproductive health. Despite their burdens, costs, and complications, and the fact that they are largely preventable, STDs remain a significant public health problem in the United States. This problem is largely unrecognized by the public, policymakers, and health care professionals. STDs cause many harmful, often irreversible, and costly clinical complications, such as:

- Reproductive health problems
- Fetal and perinatal health problems
- Cancer
- Facilitation of the sexual transmission of HIV infection

The Centers for Disease Control and Prevention (CDC) estimates that there are approximately 20 million new STD infections each year—almost half of them among young people ages 15 to 24.³ The cost of STDs to the U.S. health care system is estimated to be as much as \$16 billion annually. Because many cases of STDs go undiagnosed—and some common viral infections, such as human papillomavirus (HPV) and genital herpes, are not reported to CDC at all—the reported cases of chlamydia, gonorrhea, and syphilis represent only a fraction of the true burden of STDs in the United States.

Untreated STDs can lead to serious long-term health consequences, especially for adolescent girls and young women. CDC estimates that undiagnosed and untreated STDs cause at least 24,000 women in the United States each year to become infertile. (HealthyPeople.gov)

Compared to the State of Connecticut, Hartford County has a similar incidence of syphilis infections, but higher rates of HIV, chlamydia, and gonorrhea.

Sexually Transmitted Diseases

Health Indicator	Hartford County	State of Connecticut
Prevalence per 100,000⁽¹⁾		
HIV	369.8	338.7
Chlamydia	471.0	387.4
Gonorrhea	95.8	76.1
Syphilis	3.1	3.1
HIV Screenings ⁽²⁾	36.2%	35.4%

Sources:

⁽¹⁾Centers for Disease Control and Prevention

⁽²⁾Community Commons

BIRTHS AND PRENATAL CARE

Improving the well-being of mothers, infants, and children is an important public health goal for the United States. Their well-being determines the health of the next generation and can help predict future public health challenges for families, communities, and the health care system. Infant and child health are similarly influenced by sociodemographic and behavioral factors, such as education, family income, and breastfeeding, but are also linked to the physical and mental health of parents and caregivers.

Conditions in the places where people live, learn, work, and play affect a wide range of health risks and outcomes. Environmental and social factors such as access to health care and early intervention services, educational, employment, and economic opportunities, social support, and availability of resources to meet daily needs influence maternal health behaviors and health status. (HealthyPeople.gov)

Compared to the State of Connecticut, Hartford County has a slightly higher proportion of low-weight births, and births that have no initial prenatal care in the first trimester. While birth statistics are similar between ethnicities, mothers who identify as black have the highest percentage of low-birth-weight births and births without initial prenatal care.

Birth Statistics and Metrics

Ethnicity	Low Birth Weight ⁽¹⁾	No Initial Prenatal Care ⁽²⁾	Percent of Live Births
Hartford County			
White	6.8%	12.3%	48%
Hispanic	8.4%	18.2%	25%
Black	11.8%	23.2%	16%
Other	8.2%	15.8%	11%
Total/Overall	8.2%	15.9%	100%
State of Connecticut			
White	6.5%	11.5%	54%
Hispanic	8.1%	20.9%	24%
Black	11.9%	23.2%	12%
Other	8.1%	16.4%	9%
Total/Overall	7.7%	15.6%	100%

Source: CDC Wonder Online Query System

⁽¹⁾ Percent of live births

⁽²⁾ Lack of prenatal care in the first trimester

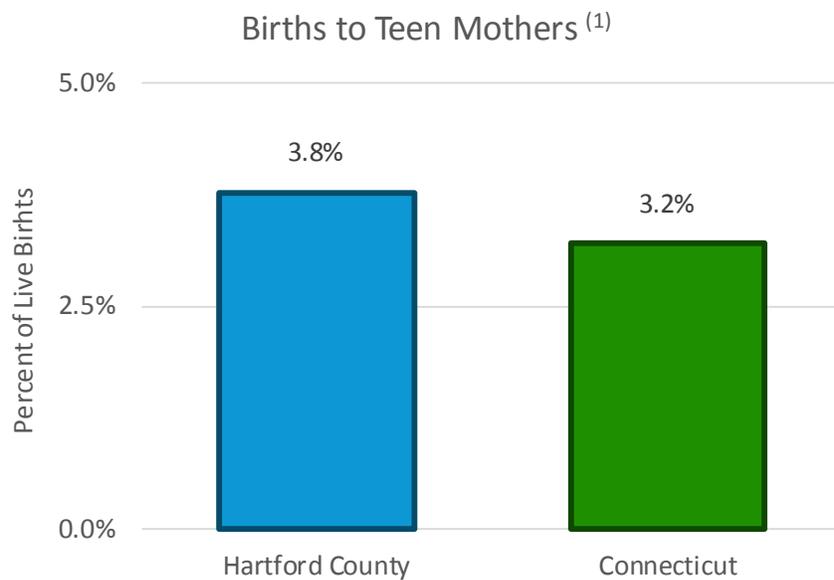
HEALTH STATUS AND BEHAVIORS

Births resulting from unintended pregnancies can have negative consequences including birth defects and low birth weight. Children from unintended pregnancies are more likely to experience poor mental and physical health during childhood, and have lower educational attainment and more behavioral issues in their teen years.

The negative consequences associated with unintended pregnancies are greater for teen parents and their children. Eighty-two percent of pregnancies to mothers ages 15 to 19 are unintended. Twenty percent of all unintended pregnancies occur among teens.

Similarly, early fatherhood is associated with lower educational attainment and lower income. The average annual cost of teen childbearing to U.S. taxpayers is estimated at \$9.1 billion, or \$1,430 for each teen mother per year. Moreover, children of teen parents are more likely to have lower cognitive attainment and exhibit more behavior problems. Sons of teen mothers are more likely to be incarcerated, and daughters are more likely to become adolescent mothers. (HealthPeople.gov)

Compared to the State of Connecticut, Hartford County has a slightly higher proportion of teenage mothers.



⁽¹⁾ Mother's age <20 years

Source: Centers for Disease Control and Prevention

HEALTH BEHAVIORS

Obesity - Diet and body weight are related to health status. Good nutrition is important to the growth and development of children. A healthful diet also helps Americans reduce their risks for many health conditions. Obesity is a problem throughout the population. However, among adults, the prevalence is highest for middle-aged people and for non-Hispanic black and Mexican American women. Among children and adolescents, the prevalence of obesity is highest among older and Mexican American children and non-Hispanic black girls. The association of income with obesity varies by age, gender, and race/ethnicity.

Physical Activity - Regular physical activity can improve the health and quality of life of Americans of all ages, regardless of the presence of a chronic disease or disability. Regular physical activity includes participation in moderate- and vigorous-intensity physical activities and muscle-strengthening activities. More than 80% of adults do not meet the guidelines for both aerobic and muscle-strengthening activities. Similarly, more than 80% of adolescents do not do enough aerobic physical activity to meet the guidelines for youth.

Tobacco Use - Tobacco use is the largest preventable cause of death and disease in the United States. Each year, approximately 480,000 Americans die from tobacco-related illnesses. Further, more than 16 million Americans suffer from at least one disease caused by smoking. Smoking-related illness in the United States costs more than \$300 billion each year, including nearly \$170 billion for direct medical care for adults and more than \$156 billion in lost productivity.

Substance Abuse - Substance abuse has a major impact on individuals, families, and communities. The effects of substance abuse are cumulative, significantly contributing to costly social, physical, mental, and public health problems. In 2005, an estimated 22 million Americans struggled with a drug or alcohol problem. Almost 95 percent of people with substance use problems are considered unaware of their problem. Of those who recognize their problem, 273,000 have made an unsuccessful effort to obtain treatment. These estimates highlight the importance of increasing prevention efforts and improving access to treatment for substance abuse and co-occurring disorders. (HealthyPeople.gov)

Compared to the State of Connecticut, the service area has similar health behavior indicators.

Health Behaviors

Indicator	Hartford Region	State of Connecticut
Healthy Weight	37.5%	38.6%
No Leisure Time or Physical Activity	23.1%	23.2%
Current Cigarette Smoking	15.3%	15.3%
Excessive Alcohol Consumption	18.7%	18.9%

Source: Connecticut Department of Health

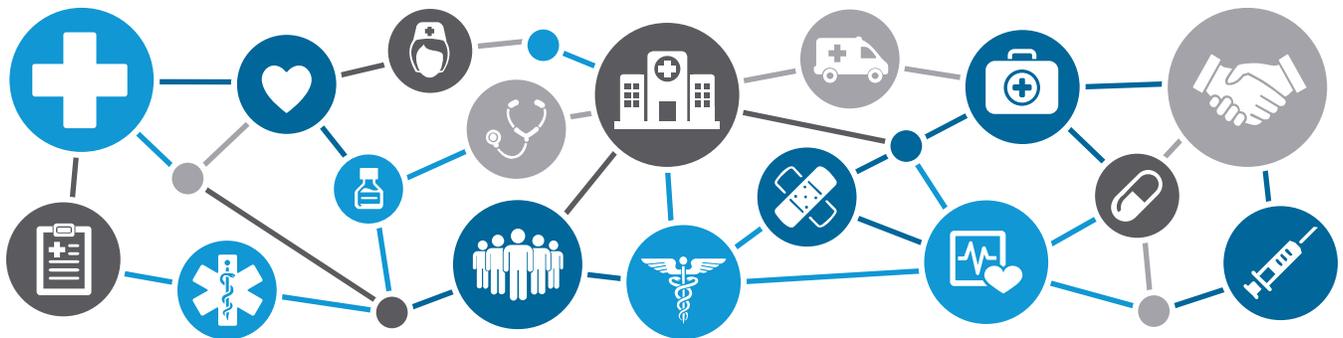
KEY INFORMANT COMMENTS

The opioid epidemic has become front and center, and there are not enough resources or education to address the problem. There is also a lack of qualified pain management specialists who can help prevent prescription opioid addiction by offering successful alternatives to relieve pain.

Expansion of the primary care behavioral health program with social workers embedded in physician practices has helped with behavior health access as the social workers can do intervention and counseling on a real-time basis.

Expansion of the behavioral health network via “virtual” care could help with access because there is a shortage of providers

LOCAL AREA RESOURCES



LOCAL AREA RESOURCES

The following represent potential measures and resources (such as programs, organizations, and facilities in the community) available to address the significant health needs identified in this report. This list is not exhaustive, but rather outlines those resources identified conducting this Community Health Needs Assessment.

Hartford Hospital Local Area Resources

Name	Type	Address	City	State	ZIP Code
Ambulatory Surgery Centers					
Bloomfield Ambulatory Surgery Center	Ambulatory Surgical Center	580 Cottage Grove Road	Bloomfield	CT	06002
Bone & Joint Institute	Ambulatory Surgical Center	31 Seymour Street	Hartford	CT	06106
Central Connecticut Endoscopy Center	Ambulatory Surgical Center	440 New Britain Avenue	Plainville	CT	06062
Connecticut Endoscopy Center	Ambulatory Surgical Center	4 Northwestern Drive	Bloomfield	CT	06002
Connecticut Surgery Center	Ambulatory Surgical Center	81 Gillette Street	Hartford	CT	06119
Evergreen Endoscopy Center	Ambulatory Surgical Center	2400 Tamarack Avenue	South Windsor	CT	06074
Farmington Surgery Center	Ambulatory Surgical Center	1 Circle Drive	Farmington	CT	06032
Glastonbury Endoscopy Center	Ambulatory Surgical Center	300 Western Boulevard	Glastonbury	CT	06033
Glastonbury Surgery Center	Ambulatory Surgical Center	195 Eastern Boulevard	Glastonbury	CT	06033
Hartford Surgical Center	Ambulatory Surgical Center	100 Retreat Avenue	Hartford	CT	06106
Johnson Memorial Hospital - Surgery Center	Ambulatory Surgical Center	148 Hazard Avenue	Enfield	CT	06082
Laser And Vision Surgery Center	Ambulatory Surgical Center	178 Hartford Road	Manchester	CT	06040
Litchfield Hills Surgery Center	Ambulatory Surgical Center	245 Alvord Park Road	Torrington	CT	06790
Middlesex Center For Advanced Orthopedic Surgery	Ambulatory Surgical Center	510 Saybrook Road	Middletown	CT	06457
Middlesex Endoscopy Center	Ambulatory Surgical Center	410 Saybrook Road	Middletown	CT	06457
Orthopedic Associates Surgery Center	Ambulatory Surgical Center	1111 Cromwell Avenue	Rocky Hill	CT	06067
Saint Francis Endoscopy	Ambulatory Surgical Center	360 Bloomfield Avenue	Windsor	CT	06095
Community Health and Welfare					
Bristol-Burlington Health District	Public Health and Welfare	240 Stafford Avenue	Bristol	CT	06010
Central Connecticut Health District	Public Health and Welfare	505 Silas Deane Highway	Wethersfield	CT	06109
Chatham Health District	Public Health and Welfare	240 Middletown Avenue	East Hampton	CT	06424
Chesprocott Health District	Public Health and Welfare	1247 Highland Ave	Cheshire	CT	06410
City Of Middletown Health Department	Public Health and Welfare	245 Dekoven Drive	Middletown	CT	06457
East Hartford Health Department	Public Health and Welfare	740 Main Street	East Hartford	CT	06108
Easter Seals Capitol Region And Eastern Connecticut	Public Health and Welfare	100 Deerfield Road	Windsor	CT	06095
Eastern Highlands Health District	Public Health and Welfare	4 South Eagleville Road	Mansfield	CT	06268
Echn Johnson Home And Community Health Services, Inc.	Public Health and Welfare	101 Phoenix Avenue	Enfield	CT	06082
Farmington Valley Health District	Public Health and Welfare	95 River Road	Canton	CT	06019
Glastonbury Health Department	Public Health and Welfare	2155 Main Street	Glastonbury	CT	06033
Hartford Health Department	Public Health and Welfare	131 Coventry Street	Hartford	CT	06112
Meriden Department of Health	Public Health and Welfare	165 Miller Street	Meriden	CT	06450
Middletown Health Department	Public Health and Welfare	245 Dekoven Drive	Middletown	CT	06457
New Britain Health Department	Public Health and Welfare	88 Prospect Street	New Britain	CT	06052
North Central District Health Department	Public Health and Welfare	31 North Main Street	Enfield	CT	06082
Plainville-Southington Regional Health District	Public Health and Welfare	196 North Main Street	Southington	CT	06489
Torrington Area Health District	Public Health and Welfare	350 Main Street	Torrington	CT	06790
Town of Cromwell	Public Health and Welfare	41 West Street	Cromwell	CT	06416
Town of South Windsor	Public Health and Welfare	1530 Sullivan Avenue	South Windsor	CT	06074
Wallingford Health Department	Public Health and Welfare	45 South Main Street	Wallingford	CT	06492
West Hartford-Bloomfield Health District	Public Health and Welfare	580 Cottage Grove Road	Bloomfield	CT	06002
Windsor Health Department	Public Health and Welfare	275 Broad Street	Windsor	CT	06095

Hartford Hospital Local Area Resources

Name	Type	Address	City	State	ZIP Code
Federally Qualified Health Centers					
Charter Oak Health Center	Federally Qualified Health Center	21 Grand Street	Hartford	CT	06106
Charter Oak Health Center	Federally Qualified Health Center	401 New Britain Avenue	Hartford	CT	06106
Charter Oak Health Center - A.I. Prince	Federally Qualified Health Center	401 Flatbush Avenue	Hartford	CT	06106
Charter Oak Health Center - House Of Bread	Federally Qualified Health Center	27 Chestnut Street	Hartford	CT	06120
Charter Oak Health Center - Immaculate Conception	Federally Qualified Health Center	574 Park Street	Hartford	CT	06106
Charter Oak Health Center - Mercy Housing and Shelter	Federally Qualified Health Center	118 Main Street	Hartford	CT	06106
Charter Oak Health Center - Open Hearth	Federally Qualified Health Center	437 Sheldon Street	Hartford	CT	06106
Charter Oak Health Center - South Park Inn	Federally Qualified Health Center	75 Main Street	Hartford	CT	06106
Charter Oak Health Center - YWCA	Federally Qualified Health Center	135 Broad Street	Hartford	CT	06105
Community Health & Wellness Center	Federally Qualified Health Center	115 Spencer Street	Winsted	CT	06098
Community Health & Wellness Center	Federally Qualified Health Center	88 East Albert Street	Torrington	CT	06790
Community Health Center	Federally Qualified Health Center	635 Main Street	Middletown	CT	06457
Community Health Center	Federally Qualified Health Center	76 New Britain Avenue	Hartford	CT	06106
Community Health Center Of Enfield	Federally Qualified Health Center	5 North Main Street	Enfield	CT	06082
Community Health Center Of Meriden	Federally Qualified Health Center	134 State Street	Meriden	CT	06450
Community Health Center Of New Britain	Federally Qualified Health Center	1 Washington Square	New Britain	CT	06051
Community Health Services	Federally Qualified Health Center	503 Windsor Avenue	Windsor	CT	06095
Community Health Wellness	Federally Qualified Health Center	459 Migeon Avenue	Torrington	CT	06790
First Choice Health Centers	Federally Qualified Health Center	100 Connecticut Boulevard	East Hartford	CT	06108
First Choice Health Centers	Federally Qualified Health Center	110 Connecticut Boulevard	East Hartford	CT	06108
First Choice Health Centers	Federally Qualified Health Center	150 North Main Street	Manchester	CT	06042
First Choice Health Centers	Federally Qualified Health Center	20 Maple Street	Vernon	CT	06066
First Choice Health Centers	Federally Qualified Health Center	265 Ellington Road	East Hartford	CT	06108
First Choice Health Centers	Federally Qualified Health Center	3 Prospect Street	Vernon	CT	06066
First Choice Health Centers	Federally Qualified Health Center	444 Center Street	Manchester	CT	06040
First Choice Health Centers	Federally Qualified Health Center	70 Loveland Hill Road	Vernon	CT	06066
First Choice Health Centers	Federally Qualified Health Center	791 Middle Turnpike W.	Manchester	CT	06040
First Choice Health Centers	Federally Qualified Health Center	809 Main Street	East Hartford	CT	06108
First Choice Health Centers	Federally Qualified Health Center	92 Connecticut Boulevard	East Hartford	CT	06108
First Choice Health Centers	Federally Qualified Health Center	94 Union Street	Vernon	CT	06066
Fish, Inc	Federally Qualified Health Center	332 S Main Street	Torrington	CT	06790
Generations Family Health Center, Inc	Federally Qualified Health Center	40 Mansfield Avenue	Willimantic	CT	06226
Intercommunity Inc	Federally Qualified Health Center	281 Main Street	East Hartford	CT	06118
Loaves And Fishes	Federally Qualified Health Center	10 Woodland Street	Hartford	CT	06105
Master's Manna	Federally Qualified Health Center	46 North Plains Industrial Road	Wallingford	CT	06492
Mckinney Shelter	Federally Qualified Health Center	34 Huyshope Avenue	Hartford	CT	06106
Mercy Housing and Shelter	Federally Qualified Health Center	112 Bow Lane	Middletown	CT	06457
Prudence Crandall Center	Federally Qualified Health Center	594 Burritt Street	New Britain	CT	06053
Shelter NOW	Federally Qualified Health Center	42 Saint Casimir Drive	Meriden	CT	06450
The Community Health Center Of Bristol	Federally Qualified Health Center	59 North Main Street	Bristol	CT	06010
The Friendship Center of New Britain	Federally Qualified Health Center	241 Arch Street	New Britain	CT	06051
United Community And Family Services, Inc	Federally Qualified Health Center	212 Upton Road	Colchester	CT	06415
Wheeler Clinic	Federally Qualified Health Center	10 North Main Street	Bristol	CT	06010
Wheeler Clinic	Federally Qualified Health Center	43 Woodland Street	Hartford	CT	06105
Wheeler Clinic	Federally Qualified Health Center	75 North Mountain Road	New Britain	CT	06053
Hospitals					
Albert J. Solnit Children's Center - South Campus	Psychiatric	915 River Road	Middletown	CT	06457
Bristol Hospital	Short Term Acute Care	41 Brewster Road	Bristol	CT	06010
Capitol Region Mental Health Center	Psychiatric	500 Vine Street	Hartford	CT	06112
Charlotte Hungerford Hospital	Short Term Acute Care	540 Litchfield Street	Torrington	CT	06790
Connecticut Children's Medical Center	Children's Hospital	282 Washington Street	Hartford	CT	06106
Connecticut Mental Health Center	Psychiatric	34 Park Street	New Haven	CT	06790
Connecticut Valley Hospital	Psychiatric Hospital	1000 Silver Street	Middletown	CT	06457
Gaylord Hospital	Long Term Care	50 Gaylord Farm Road	Wallingford	CT	06492
Hartford Hospital	Short Term Acute Care	80 Seymour Street	Hartford	CT	06106
Hebrew Health Care	Short Term Acute Care	1 Abrahms Boulevard	West Hartford	CT	06117
Hospital For Special Care	Long Term Care	2150 Corbin Avenue	New Britain	CT	06053
Johnson Memorial Hospital	Short Term Acute Care	201 Chestnut Hill Road	Stafford Springs	CT	06076
Manchester Memorial Hospital	Short Term Acute Care	71 Haynes State	Manchester	CT	06040
Masonicare Health Center	Short Term Acute Care	22 Masonic Avenue	Wallingford	CT	06492
Middlesex Hospital	Short Term Acute Care	28 Crescent Street	Middletown	CT	06457
Midstate Medical Center	Short Term Acute Care	435 Lewis Avenue	Meriden	CT	06451
Milford Hospital	Short Term Acute Care	300 Seaside Avenue	Milford	CT	06450
Mount Sinai Rehabilitation Hospital	Rehabilitation	490 Blue Hills Avenue	Hartford	CT	06112
Natchaug Hospital	Psychiatric	189 Storrs Road	Mansfield Center	CT	06250
Rockville General Hospital	Short Term Acute Care	31 Union Street	Vernon	CT	06066
Saint Francis Hospital and Medical Center	Short Term Acute Care	114 Woodland Street	Hartford	CT	06105
The Hospital Of Central Connecticut - Bradley	Short Term Acute Care	81 Meriden Avenue	Southington	CT	06489
The Hospital Of Central Connecticut - New Britain	Short Term Acute Care	100 Grand Street	New Britain	CT	06052
University of Connecticut Health Center	Short Term Acute Care	263 Farmington Avenue	Farmington	CT	06032
Windham Hospital	Short Term Acute Care	112 Mansfield Avenue	Willimantic	CT	06226

Hartford Hospital Local Area Resources

Name	Type	Address	City	State	ZIP Code
Mental And Behavioral Health Facilities And Programs					
Abundant Life Family Center	Behavioral Health	255 Barbour Street	Hartford	CT	06120
Achieving Wellness	Behavioral Health	254 Mechanic Street	Bristol	CT	06010
Adelbrook Community Services, Inc.	Behavioral Health	58 Missionary Road	Cromwell	CT	06416
Advanced Behavioral Care	Behavioral Health	279 New Britain Road	Berlin	CT	06037
Albert J. Solnit Children's Center - North Campus	Psychiatric Residential Treatment Facility	36 Gardner Street	East Windsor	CT	06088
Alcohol & Drug Recovery Centers, Inc	Adult Mental Health	16 Coventry Street	Hartford	CT	06112
All Pointe Care	Behavioral Health	675 West Johnson Avenue	Cheshire	CT	06410
Alliance Treatment Center	Substance Abuse Rehabilitation Facility	121 West Avon Road	Avon	CT	06001
Apex Educational Solutions	Behavioral Health	34-3 Shunpike Road	Cromwell	CT	06416
Applied Behavior Analysis Services of Connecticut	Behavioral Health	81 Brookfield Street	Manchester	CT	06040
Asian Family Services, Inc.	Behavioral Health	1921 Park Street	Hartford	CT	06106
Balanced Energy Partnership	Adult Mental Health	345 Highland Avenue	Cheshire	CT	06410
Behavioral Education Assessment Consultation Services	Behavioral Health	160 West Street	Cromwell	CT	06416
Breakthrough Counseling	Behavioral Health	1001 Farmington Avenue	Bristol	CT	06010
Bright Futures Consulting	Behavioral Health	790 S Main Street	Plantsville	CT	06479
Build A Better You Family Services	Behavioral Health	581 Bloomfield Avenue	Windsor	CT	06095
Burch Counseling Services	Behavioral Health	945 Main Street	Manchester	CT	06040
Capitol Region Mental Health Center	Adult Mental Health	500 Vine Street	Hartford	CT	06112
Capstone Counseling Services, LLC	Behavioral Health	28 Grand Street	Hartford	CT	06106
Central Connecticut Psychotherapy	Adult Mental Health	23 Liberty Drive	Hebron	CT	06248
Central Connecticut Therapy Services, LLC	Behavioral Health	100 Market Square	Newington	CT	06111
Cherry Brook Health Care Center	Adult Mental Health	760 Matianuck Avenue	Windsor	CT	06095
Circle Of Life Transition Center	Behavioral Health	1 Congress Street	Hartford	CT	06114
Clarity Counseling	Behavioral Health	408 Highland Avenue	Cheshire	CT	06410
Community Child Guidance Clinic, Inc.	Adolescent and Children Mental Health	317 North Main Street	Manchester	CT	06042
Community Health Resources, Inc	Behavioral Health	53 Rice Road	Broad Brook	CT	06016
Community Health Resources, Inc	Mental Health and Illness	153 Hazard Avenue	Enfield	CT	06082
Community Health Resources, Inc.	Mental Health and Illness	1491 West Main Street	Willimantic	CT	06226
Community Health Resources, Inc.	Mental Health and Illness	433 Valley Street	Willimantic	CT	06226
Community Health Resources, Inc.	Mental Health and Illness	444 Center Street	Manchester	CT	06040
Community Health Resources, Inc.	Mental Health and Illness	469 Center Street 2	Manchester	CT	06040
Community Health Resources, Inc.	Mental Health and Illness	497 Center Street 1	Manchester	CT	06040
Community Health Resources, Inc.	Mental Health and Illness	693 Bloomfield Avenue	Bloomfield	CT	06002
Community Health Resources, Inc.	Mental Health and Illness	7B Ledgebrook Drive	Mansfield	CT	06250
Community Health Resources, Inc.	Mental Health and Illness	955 South Main Street	Middletown	CT	06457
Community Health Resources, Inc.	Mental Health and Illness	995 Day Hill Road	Windsor	CT	06095
Community Health Resources, Inc.	Mental Health and Illness	999 Asylum Avenue	Hartford	CT	06105
Community Mental Health Affiliates	Adult Mental Health	81 North Main Street	Bristol	CT	06010
Community Mental Health Affiliates	Behavioral Health	55 Winthrop Street	New Britain	CT	06052
Community Mental Health Affiliates	Mental Health	26 Russell Street	New Britain	CT	06052
Community Mental Health Affiliates	Mental Health	270 John Downey Drive	New Britain	CT	06051
Community Mental Health Affiliates	Mental Health and Illness	33 Highland Street	New Britain	CT	06052
Community Mental Health Affiliates	Mental Health and Illness	5 Hart Street	New Britain	CT	06052
Community Renewal Team	Behavioral Health	330 Market Street	Hartford	CT	06120
Community Residences, Inc.	Adolescent and Children Mental Health	205 Kelsey Street	Newington	CT	06111
Community Residences, Inc.	Intermediate Care Facility	116 Edward Avenue	Torrington	CT	06790
Community Residences, Inc.	Intermediate Care Facility	116 Spencer Hill Road	Winsted	CT	06098
Community Residences, Inc.	Intermediate Care Facility	120 Boyd Street	Winsted	CT	06098
Community Residences, Inc.	Intermediate Care Facility	350 Lydale Place	Meriden	CT	06450
Community Residences, Inc.	Intermediate Care Facility	52 Mohawk Road	Bristol	CT	06010
Community Residences, Inc.	Intermediate Care Facility	723 Plainville Avenue	Farmington	CT	06032
Community Residences, Inc.	Intermediate Care Facility	90 Farmington Avenue	Plainville	CT	06062
Community Residences, Inc.	Intermediate Care Facility	92 Royal Oak Road	New Britain	CT	06053
Community Solutions, Inc.	Behavioral Health	4 Griffin Road North	Windsor	CT	06095
Connected Counseling, LLC	Behavioral Health	14 Pinegrove Drive	Tolland	CT	06084
Connecticut Addiction Medicine	Addiction Psychiatry	546 Cromwell Avenue	Rocky Hill	CT	06067
Connecticut Mind Institute	Child & Adolescent Psychiatry	2701 Tamarack Avenue	South Windsor	CT	06074
Connecticut Recovery Center	Adult Mental Health	288 Highland Avenue	Cheshire	CT	06410
Coping Skills, LLC	Behavioral Health	1 Grist Mill Lane	Simsbury	CT	06070
Copper Beech Psychological Services	Behavioral Health	122A Naubuc Avenue	Glastonbury	CT	06033
Courage Counseling Center	Behavioral Health	1268 Main Street	Newington	CT	06111
Crystal Clear Counseling	Behavioral Health	210 State Street	Meriden	CT	06450
CT Mediation And Therapy	Behavioral Health	357 East Center Street	Manchester	CT	06040
DDS - Hartford Center	Intermediate Care Facility	71 Mountain Road	Newington	CT	06111
Dickerson Counseling & Therapy Center	Behavioral Health	872 Vernon Street	Manchester	CT	06042
Dougherty Professional Counseling	Behavioral Health	210 State Street	Meriden	CT	06450
Dunn Hill Road Group Home	Intermediate Care Facility	59 Dunn Hill Road	Tolland	CT	06084
Eastern Connecticut Health Network	Adult Mental Health	2400 Tamarack Avenue	South Windsor	CT	06074
Effective Solutions Counseling	Mental Health	9A Pasco Drive	East Windsor	CT	06088
Elegant Clinical	Developmental Disabilities	448 Spring Street	Windsor Locks	CT	06096
Exchange Club Center For The Prevention Of Child Abuse	Behavioral Health	19 Elm Street	Vernon Rockville	CT	06066
Facets Counseling Services	Behavioral Health	224 New London Turnpike	Glastonbury	CT	06033

Hartford Hospital
Local Area Resources

Name	Type	Address	City	State	ZIP Code
Mental And Behavioral Health Facilities And Programs					
Family Affirmation Center For Treatment	Behavioral Health	281 Hartford Turnpike	Vernon	CT	06066
Family And Children's Aid	Behavioral Health	52 Main Street	New Britain	CT	06051
Family Services Of Central Connecticut	Mental Health	5 Colony Street	Meriden	CT	06451
Family Services Of Central Connecticut	Mental Health	92 Vine Street	New Britain	CT	06052
Farrell Treatment Center	Substance Abuse Rehabilitation Facility	586 Main Street	New Britain	CT	06051
First Step Foundation	Behavioral Health	1 Dunbar Drive	Windsor	CT	06095
Focus Alternative Learning Center	Behavioral Health	126 Dowd Avenue	Canton	CT	06019
Franciscan Life Center	Mental Health	271 Finch Avenue	Meriden	CT	06451
Generations Family Health Center	Mental Health	322 Main Street	Willimantic	CT	06226
Gilead Community Services	Adult Mental Health	230 Main Street Ext	Middletown	CT	06457
Gilead Community Services	Behavioral Health	681 Saybrook Road	Middletown	CT	06457
Gilead Community Services	Psychiatric Residential Treatment Facility	436 Washington Street	Middletown	CT	06457
Gilead Community Services	Psychiatric Residential Treatment Facility	453 High Street	Middletown	CT	06457
Greater Hartford Psychiatric Services	Child & Adolescent Psychiatry	674 Prospect Avenue	Hartford	CT	06105
Greater Hartford Wellness	Behavioral Health	10 N Main Street	West Hartford	CT	06107
Half Full Psychiatry	Adult Mental Health	357 E Center Street	Manchester	CT	06040
Harmony Health	Behavioral Health	45 S Main Street	West Hartford	CT	06107
Hartford Behavioral Health	Behavioral Health	2550 Main Street	Hartford	CT	06120
HELP, Inc.	Mental Health and Illness	44 Cook Street	Torrington	CT	06790
Hogar Crea International Of Connecticut	Substance Abuse Rehabilitation Facility	18 New Park Avenue	Hartford	CT	06106
Hope And Healing Counseling Services	Behavioral Health	381 Hubbard Street	Glastonbury	CT	06033
Hope Heals	Behavioral Health	17 S Highland Street	West Hartford	CT	06119
Horizon Counseling Services	Behavioral Health	175 West Road	Ellington	CT	06029
Institute of Living	Behavioral Health	200 Retreat Avenue	Hartford	CT	06106
Institute Of Professional Practice	Behavioral Health	538 Preston Avenue	Meriden	CT	06450
Intercommunity Mental Health Group	Mental Health	505 Silas Deane Highway	Wethersfield	CT	06109
Intercommunity Recovery Centers	Substance Abuse Rehabilitation Facility	16 Coventry Street	Hartford	CT	06112
Interlocking Connections	Behavioral Health	326 Peter Green Road	Tolland	CT	06084
Interlocking Connections	Behavioral Health	707 Enfield Street	Enfield	CT	06082
Jewish Family Services Of Greater Hartford	Mental Health	333 Bloomfield Avenue	West Hartford	CT	06117
Klingberg Comprehensive Family Services	Behavioral Health	120 Holcomb Street	Hartford	CT	06112
Klingberg Comprehensive Family Services	Behavioral Health	370 Linwood Street	New Britain	CT	06052
Landmark Center For Behavioral Health	Child & Adolescent Psychiatry	1062 Barnes Road	Wallingford	CT	06492
Life In Balance Counseling Services	Behavioral Health	1347 E Main Street	Meriden	CT	06450
Lodestar Counseling	Behavioral Health	36 Jardon Street	Torrington	CT	06790
Lotus Behavioral Consultation	Behavioral Health	3 Raymond Street	Vernon	CT	06066
Mayflower Quality Care	Behavioral Health	210 Plainfield Street	Hartford	CT	06112
McCall Foundation	Behavioral Health	231 N Main Street	Winsted	CT	06098
McCall Foundation	Mental Health	469 Migeon Avenue	Torrington	CT	06790
McCall Foundation	Mental Health	58 High Street	Torrington	CT	06790
McCall Foundation	Substance Abuse Rehabilitation Facility	127 Migeon Avenue	Torrington	CT	06790
Mental Health Counseling And Consultation	Adult Mental Health	59 Julie Road	Plainville	CT	06062
Mental Health Solutions	Behavioral Health	6 Poquonock Avenue	Windsor	CT	06095
New England Center for Cognitive Behavioral Therapy	Mental Health	110 National Drive	Glastonbury	CT	06033
Newington Behavioral Health	Adult Mental Health	1268 Main Street	Newington	CT	06111
Northend Community Counseling	Behavioral Health	140 Huyshope Avenue	Hartford	CT	06106
Northend Community Counseling	Behavioral Health	261 Barbour Street	Hartford	CT	06120
One Piece Of The Puzzle	Behavioral Health	460 Smith Street	Middletown	CT	06457
Optimized Autism Interventions	Behavioral Health	97 Derek Drive	Tolland	CT	06084
Paces Counseling Associates	Behavioral Health	991 Main Street	East Hartford	CT	06108
Partners In Therapy	Behavioral Health	1750 Ellington Road	South Windsor	CT	06074
Pathway To Peace	Behavioral Health	201 Regan Road	Vernon	CT	06066

Hartford Hospital Local Area Resources

Name	Type	Address	City	State	ZIP Code
Mental And Behavioral Health Facilities And Programs					
Peace Of Mind Counseling	Behavioral Health	80 Shunpike Road	Cromwell	CT	06416
Perception Programs	Substance Abuse Rehabilitation Facility	54 North Street	Willimantic	CT	06226
Phoenix Professional Services	Behavioral Health	29 Connecticut Blvd	East Hartford	CT	06108
Pieces To Peace Clinical Initiatives	Behavioral Health	45 South Main Street	West Hartford	CT	06107
Pinchot Counseling, LLC	Behavioral Health	945 Hopmeadow Street	Simsbury	CT	06070
Positive Pathways Health And Wellness Center	Behavioral Health	2550 Main Street	Hartford	CT	06120
Present Awareness	Behavioral Health	124 Simsbury Road	Avon	CT	06001
Private Counseling Associates	Adult Mental Health	122A Naubuc Avenue	Glastonbury	CT	06033
Program Builders Inc.	Behavioral Health	3 E Hampton Road	Marlborough	CT	06447
Psychological Health Center Of Suffield	Behavioral Health	230B Mountain Road	Suffield	CT	06078
Psychotherapy Associates Of Connecticut	Behavioral Health	244 South Main Street	Colchester	CT	06415
R & S Counseling	Behavioral Health	171 Market Square	Westington	CT	06111
Reflections Psychotherapy Services	Behavioral Health	701 Cottage Grove Road	Bloomfield	CT	06002
Residential Management Services	Intermediate Care Facility	135 Two Streetone Drive	Wethersfield	CT	06109
Residential Management Services	Intermediate Care Facility	808 Four Rod Road	Kensington	CT	06037
Resilience Health Care	Adult Mental Health	8 Lowell Road	West Hartford	CT	06119
River Rock Psychiatry	Adult Mental Health	11 S Main Street	Middletown	CT	06457
River Valley Services	Behavioral Health	455 Silver Street	Middletown	CT	06457
Rushford at Meriden	Mental Health and Illness	883 Paddock Avenue	Meriden	CT	06450
Rushford at Middletown	Substance Abuse Rehabilitation Facility	1250 Silver Street	Middletown	CT	06457
Seeking Out Solutions	Mental Health	259 Albany Turnpike	Canton	CT	06019
Sommerfield & Associates Psychotherapy	Behavioral Health	212 Mill Street	Berlin	CT	06037
Southington Behavioral Health Center For Children And Families	Child & Adolescent Psychiatry	41 Old Turnpike Road	Southington	CT	06489
Stafford Family Services	Behavioral Health	21 Hyde Park Road	Stafford Springs	CT	06076
Strength And Balance, LLC	Mental Health	45 South Main Street	West Hartford	CT	06107
Sunrise Counseling Center	Behavioral Health	436 Turnpike Road	Ashford	CT	06278
Sunshine Psychiatric Services	Mental Health	105 West Road	Ellington	CT	06029
The Bridge Family Center	Adolescent and Children Mental Health	1038 Farmington Avenue	West Hartford	CT	06107
The Connection, Inc.	Adult Mental Health	100 Roscommon Drive	Middletown	CT	06457
The Connection, Inc.	Adult Mental Health	178 State Street	Meriden	CT	06450
The Connection, Inc.	Adult Mental Health	196 Court Street	Middletown	CT	06457
The Gemini Project	Behavioral Health	705 N Mountain Road	Newington	CT	06111
The Healing Tree	Adult Mental Health	20 Pendleton Drive	Hebron	CT	06248
The Village For Families & Children, Inc.	Adolescent and Children Mental Health	1680 Albany Avenue	Hartford	CT	06105
The Village For Families & Children, Inc.	Behavioral Health	331 Wethersfield Avenue	Hartford	CT	06114
Therapeutic Connections	Behavioral Health	2 Nutmeg Ct	Simsbury	CT	06070
Therapeutic Counseling Center Of Connecticut	Behavioral Health	258 Spielman Highway	Burlington	CT	06013
Therapy And Wellness For Women	Mental Health	769 Farmington Avenue	Farmington	CT	06032
Three Graces, LLP	Behavioral Health	42 E High Street	East Hampton	CT	06424
Today's Youth, LLC	Behavioral Health	19 Bassett Street	New Britain	CT	06051
Top Of Your Game, LLC	Behavioral Health	628 Hebron Avenue	Glastonbury	CT	06033
Torrington Family Respite Center	Intermediate Care Facility	195 Alvord Park Road	Torrington	CT	06790
Total Balance Center	Behavioral Health	5 Austin Drive	Marlborough	CT	06447
Town Of Stafford Family Services	Behavioral Health	21 Hyde Park Road	Stafford Springs	CT	06076
United Services	Behavioral Health	132 Mansfield Avenue	Willimantic	CT	06226
Unlimited Family Services	Behavioral Health	645 Farmington Avenue	Hartford	CT	06105
Western Connecticut Mental Health Network	Behavioral Health	249 Winsted Road	Torrington	CT	06790
Wheeler Clinic	Behavioral Health	74 East Street	Plainville	CT	06062
Wheeler Clinic	Mental and Behavioral Health	91 Northwest Drive	Plainville	CT	06062
Youth Challenge Mission For Women	Substance Abuse Rehabilitation Facility	32 Atwood Street	Hartford	CT	06105

Hartford Hospital Local Area Resources

Name	Type	Address	City	State	ZIP Code
Other Health Agencies and Programs					
Anthem Health Insurance	Health Maintenance Organization	108 Leigus Road	Wallingford	CT	06492
Change Inc	Case Management	1251 South Main Street	Middletown	CT	06457
Community Renewal Team	Case Management	675 Tower Avenue	Hartford	CT	06112
Community Renewal Team	Exclusive Provider Organization	1921 Park Street	Hartford	CT	06106
Community Substance Abuse Center	Case Management	55 Fish Fry Street	Hartford	CT	06120
Connecticut Behavioral Outreach	Case Management	32 Wooding Road	Wallingford	CT	06492
Connecticut Community Care	Case Management	43 Enterprise Drive	Bristol	CT	06010
Correctional Managed Health Care	Exclusive Provider Organization	1153 East Street South	Suffield	CT	06080
Family Resource & Development Center	Family Therapy and Counseling	41 North Main Street	West Hartford	CT	06107
Hartford Knights	Youth Services	641 Farmington Avenue	Hartford	CT	06105
Hockanum Valley Community Council	Family Services	27 Naek Road	Vernon	CT	06066
Hopeworks, Inc	Youth Services	90 N Main Street	West Hartford	CT	06107
Human Resources Agency Of New Britain	Case Management	83 Whiting Street	New Britain	CT	06051
New Beginnings Family Center	Case Management	880 Asylum Avenue	Hartford	CT	06105
Patient Advocate For You	Health Maintenance Organization	30 Tower Lane	Avon	CT	06001
Triad Healthcare	Benefits Counseling	80 Spring Lane	Plainville	CT	06062
UnitedHealthcare	Managed Care Organization	450 Columbus Boulevard	Hartford	CT	06103
Specialty Health Locations and Programs					
Alzheimer's Resource Center of Connecticut	Alzheimer's and Dementia Center	1261 S Main Street	Plantsville	CT	06479
Planned Parenthood of Connecticut	Family Planning	1030 New Britain Avenue	West Hartford	CT	06110
Planned Parenthood of Connecticut	Family Planning	1229 Albany Avenue	Hartford	CT	06112
Planned Parenthood of Connecticut	Family Planning	1548 Main Street	Willimantic	CT	06226
Planned Parenthood of Connecticut	Family Planning	249 Winsted Road	Torrington	CT	06790
Planned Parenthood of Connecticut	Family Planning	26 Womens Way	Meriden	CT	06451
Planned Parenthood of Connecticut	Family Planning	419 Middle Turnpike W	Manchester	CT	06040
Urgent Care Facilities					
A Walk-In Medical Center	Urgent Care	365 Willard Avenue	Newington	CT	06111
American Family Care	Urgent Care	1030 Boulevard	West Hartford	CT	06119
American Family Care	Urgent Care	135 E Main Street	New Britain	CT	06051
American Family Care	Urgent Care	179 Talcottville Road	Vernon	CT	06066
Bloomfield Urgent Care	Urgent Care	16 Mountain Avenue	Bloomfield	CT	06002
Concentra	Urgent Care	1080 Day Hill Road	Windsor	CT	06095
Concentra	Urgent Care	333 Kennedy Drive	Torrington	CT	06790
Concentra	Urgent Care	701 Main Street	East Hartford	CT	06108
Concentra	Urgent Care	900 Northrup Road	Wallingford	CT	06492
Concentra	Urgent Care	972 West Main Street	New Britain	CT	06053
GoHealth Urgent Care	Urgent Care	1 Buckland Road	South Windsor	CT	06074
GoHealth Urgent Care	Urgent Care	1055 Kennedy Road	Windsor	CT	06095
GoHealth Urgent Care	Urgent Care	2520 Main Street	Glastonbury	CT	06033
GoHealth Urgent Care	Urgent Care	35 Talcottville Road	Vernon	CT	06066
GoHealth Urgent Care	Urgent Care	385 West Main Street	Avon	CT	06001
GoHealth Urgent Care	Urgent Care	40 Fenn Road	Newington	CT	06111
GoHealth Urgent Care	Urgent Care	482 South Broad Street	Meriden	CT	06450
GoHealth Urgent Care	Urgent Care	54 Hazard Avenue	Enfield	CT	06082
GoHealth Urgent Care	Urgent Care	775 Queen Street	Southington	CT	06489
Granby Urgent Care	Urgent Care	7 Mill Pond Road	Granby	CT	06035
Healthmed Urgent Care	Urgent Care	1257 South Broad Street	Wallingford	CT	06492
Kathy's Urgent Care	Urgent Care	672 Silas Deane Highway	Wethersfield	CT	06109
Medcare Express	Urgent Care	2335 Berlin Tnpk	Newington	CT	06111
MedExpress	Urgent Care	875 E Main Street	Meriden	CT	06450
MedHELP	Urgent Care	539 Farmington Avenue	Bristol	CT	06010
MHS Primary Care	Urgent Care	896 Washington Street	Middletown	CT	06457
New England Urgent Care	Urgent Care	133 State Road	West Hartford	CT	06119
New England Urgent Care	Urgent Care	21 North Main Street	West Hartford	CT	06107
New England Urgent Care	Urgent Care	30 Dorset Crossing	Simsbury	CT	06070
New England Urgent Care	Urgent Care	370 Middle Turnpike West	Manchester	CT	06040
New England Urgent Care	Urgent Care	55 Hazard Avenue	Enfield	CT	06082
New England Urgent Care	Urgent Care	575 Farmington Avenue	Bristol	CT	06010
PhysicianOne Urgent Care	Urgent Care	2928 Main Street	Glastonbury	CT	06033
Plainville Urgent Care	Urgent Care	36 Whiting Street	Plainville	CT	06062
Premier Healthcare Services Of Connecticut	Urgent Care	2909 Berlin Turnpike	Newington	CT	06111
Priority Urgent Care	Urgent Care	105 West Road	Ellington	CT	06029
South Windsor Ambulatory Care Center	Urgent Care	2800 Tamarack Avenue	South Windsor	CT	06074
Vernon Walk-In Medical Care Center	Urgent Care	224 Hartford Turnpike	Vernon	CT	06066
Veterans Health Administration					
Hartford Veteran's Center	Veterans Health Administration	25 Elm Street	Rocky Hill	CT	06067
VA Connecticut Healthcare System - Newington	Veterans Health Administration	555 Willard Avenue	Newington	CT	06111
Willimantic Outpatient Clinic	Veterans Health Administration	1320 Main Street	Willimantic	CT	06226

PROGRAMS DESIGNED TO ADDRESS 2015 HEALTH NEEDS



PROGRAMS DESIGNED TO ADDRESS 2015 HEALTH NEEDS

The following section outlines how Hartford Hospital addressed the significant community health needs with a community health improvement plan based on the needs identified in previously conducted Community Health Needs Assessment in 2015.

DEVELOPMENT OF A ROBUST, DATA-DRIVEN, PRIMARY PREVENTION MODEL TO KEEP THE COMMUNITY HEALTHY AND REDUCE FUTURE DISEASE BURDEN

NUTRITION, PHYSICAL ACTIVITY, AND WEIGHT

Strategies & Scope

- 1) Increase availability and access to healthy foods, particularly in urban environments, with emphasis on fresh fruits and vegetables working with community partners.
- 2) Establish Food Prescription program within the Brownstone clinic with Mobile Farm Market partners.
- 3) Develop and implement Just Ask partnership, with area supermarkets to promote healthy eating and nutrition education
- 4) Support community efforts to increase community gardens.
- 5) Provide education, including community partners, to increase knowledge of healthy food purchase, preparation, and consumption as part of our Bone & Joint Center for Musculoskeletal Health
- 6) Link to and work with the HHC Medical Weight Loss Centers

Results & Outcomes

- a) Growth in food donation programs
- b) Hartford Hospital provided the funding (\$10,000) for renovating a school bus to be a Mobile Farm Market and other expenses through The Brownstone Clinics. The Brownstone did create a Food Prescription Program. "Food as Medicine" and gave out 'prescriptions' that could be redeemed at the Mobile Farm Market. However, the tracking of how many prescriptions were used was left to one of the partners and the Brownstone has not received that information. They are in the process of requesting that data and creating a better follow-up process. The program was developed in FY 2016 and began in FY2017. The status for of the Mobile Farm Market for FY 2018 is unclear so the prescriptions as of June 2018 have not been restarted.
- c) Just Ask program underway
- d) Education has been incorporated into BJI programming

CENTER FOR MUSCULOSKELETAL HEALTH

Strategies & Scope

- 1) Community Education/Seminars as part of Sports and Human Performance Program, Motion Analysis Lab, and Injury Prevention
- 2) Development of assessment tools for Population Health Management for Arthritis and Osteoporosis
- 3) Support reduction, management of Arthritis and Osteoporosis (Falls Prevention, Fragility Fracture)
- 4) Support development of collateral for educational materials in support of Arthritis, Osteoporosis, Injury Prevention and Back & Neck Pain Management
- 5) Support the establishment of a Bone Health assessment outpatient specialty center
- 6) Partner with community agencies to provide education on the health benefits of physical activity and nutrition and address issues of weight and obesity.
- 7) Work with Community businesses, local agencies to promote active living opportunities, (biking lanes, walking trails, pedestrian walk ways)

Results & Outcomes

- a) Offered community education seminars on musculoskeletal health
- b) Tools were developed for population health management and are being used
- c) Programs and materials were developed for Arthritis and Osteoporosis

PROGRAMS DESIGNED TO ADDRESS 2015 HEALTH NEEDS

- d) Bone Health opened in the Spring of 2018
- e) Ongoing partnership discussions with community organizations on active living

PARTNERSHIP TO SUPPORT THE SURGEON GENERAL'S "STEP IT UP!" PROGRAM IN 3 TOWNS

Strategies & Scope

- 1) Sponsor community education program through public awareness campaign promotion of "STEP it Up!" with nonprofit community agencies.

Results & Outcomes

- A) Not completed

CHRONIC DISEASE (DIABETES, HEART DISEASE, AND STROKE)

Strategies & Scope

- 1) Improve chronic disease management through education and community partnerships to meet growing needs of targeted populations, especially those at-risk and underserved.
- 2) Increase education sessions to individuals in the community about the prevalence and prevention of chronic conditions specifically targeting cancer, heart disease and stroke, diabetes, including promoting appropriate screening and early detection
- 3) Partner with community social service provider (Community Renewal Team) to address continuity of care for a cohort of diabetic patients who are at high risk for readmission
- 4) Establish consolidated Diabetes Life Center and Endocrine clinic within Hartford Hospital's Brownstone Clinics, a community-based health clinic serving the under and uninsured in over 50 specialty areas including primary care, in order to enhance service to low-income and underserved populations.
- 5) Implement a Food Prescription Program pilot for patients with diabetes within the Brownstone Clinic with two community agencies; the Hispanic Health Council and Hartford Food System.
- 6) Provide comprehensive follow-up care and promotion of chronic disease management through ongoing education and support programs
- 7) Support regular community health screenings and education within public libraries, churches, barber shops, nonprofit agencies with partners from the Legacy Foundation, Southside Institutions Neighborhood Alliance (SINA), and Hispanic Nurses Association.
- 8) Participate in other community-based collaborative efforts to promote chronic disease prevention and management
- 9) Partner with American Heart Association to provide education and screenings at grocery stores, malls, senior centers, and churches on heart health.
- 10) Participate in establishing and expanding Heart Disease management and opportunities for the multidisciplinary outpatient support team to improve access to care across the HHC healthcare system.
- 11) Increase participation in, and access to, clinics, and community practitioners as we evolve the cardiology service line.
- 12) Support and participate in initiatives with our community partners for health promotion, preventive care initiatives, and overall access to community health initiatives.
- 13) Provide programs and initiatives specifically for underserved and at-risk populations

Results & Outcomes

- a) Offering disease-specific education events and materials
- b) A consolidated Diabetes Life Center and Endocrine clinic was established at the Brownstone Clinic and then moved to a new space in the Medical Office Building. Hartford Hospital paid for the renovation of the new space. The Brownstone Clinics continue to collaborate with the new Center and share staff. Brownstone nurses have taken diabetes prevention and treatment specific courses and classes with some receiving national certification.
- c) See prior status for the food Prescription program
- d) Between 2015 and 2018 there was a 13% increase in inpatient, emergency department and ambulatory Cardiovascular treatments of the Medicaid population

- e) The Heart and Vascular Institute's Preventative Cardiology team offers a series of comprehensive programs focusing on the prevention, management and treatment of heart disease through patient care and education. The classes, events, and support groups are open to anyone.

MENTAL HEALTH & SUBSTANCE ABUSE

Strategies & Scope

- 1) Educate the community on mental health and substance use disorders and how best to respond, improving awareness of problems and access to services. Support community-based strategies to address prevention and intervention.
- 2) Strengthen partnerships between the hospital, the Institute of Living through the Behavioral Health Network (BHN), and community-based services
 - a) Increase mental health literacy within faith and shelter communities providing mental health training (Mental Health First Aid), throughout the region
 - b) Provide educational materials at less or no cost to community agencies
- 3) Offer Regional National Dialogues on Mental Health Forum to raise awareness of behavioral health issues
- 4) Provide regional community events regarding mental health/substance abuse for the Greater Hartford Region.
- 5) Expand support group offering in response to community need in areas such as Teen LGBTQ, Medically complex, or Trauma Support.
- 6) Naloxone (Narcan) training for all EMS providers through Emergency Department physicians and Pharmacists.
- 7) Collaborate with community providers to address psycho-social needs of frequent utilizers of the ED, a majority of which suffer from behavioral health issues, through our established community Care Team.
- 8) Continue Smoking Cessation initiative with the state Department of Public Health
- 9) Continue outpatient services at Duncaster Home for seniors addressing dementia and cognitive impairment
- 10) Continue efforts to prevent delirium pre- and post-surgery through the Hospital's ADAPT program

Results & Outcomes

- a) Mental Health First Aid (MHFA) trainings were provided to address better prevention. The training includes education, how to respond and overall awareness of what programs are available.
- b) MHFA trainings have been offered in the Hartford Region (Hartford, West Hartford, Manchester, and South Windsor) at no cost. In addition to providing trainings for the general community, the IOL has partnered with organizations in the region to provide trainings at a lower cost compared to the suggested cost of \$180 per person.
 - FY16: 14 total trainings, seven standard adults, 7 Youth MHFA, 199 people trained, cost \$18,088
 - FY17: 11 total trainings, seven standard adults, 4 Youth MHFA, 166 trained, cost \$17,508
 - To date FY18: 14 total trainings, 11 standard adults, 3 Youth MHFA, 251 trained, cost TBD, revenue \$9,150
- c) The cost for communities where we've conducted trainings have ranged from \$0-\$100 per person, the National Council for Behavioral Health has recommended the cost per person be \$180
- d) National Dialogues were held up until January of 2017 when the project was discontinued due to the budgetary costs of dialogues. We conducted four official "National Dialogue on Mental Health" events up until January of 2017.
- e) Through the National Dialogue initiative, 3 out of the four events conducted were regional. Events focused on the East Region, the Hartford Region, and Central Region.
- f) The Family Resource Center provided groups for trauma support with no age limit and medically complex young adults. Dr. Laura Saunders provides services, lectures & community events for Teen LGBTQ through the Young Adult Program

CANCER

Strategies & Scope

- 1) Reduction of cancer through early detection strategies across Hartford HealthCare region
 - a) Support initiatives that influence prevention and early detection by supporting the implementation of community-based prevention services and outreach
 - b) Provide cancer screenings throughout various community-based settings.
 - c) Provide community education presentations to discuss risk factors of breast, prostate, lung, and colorectal cancers including multi-cultural and culturally competent sessions, as well as Integrative Medicine services
 - d) Launch added Lymphedema education presentations
 - e) Maximize Memorial Sloan Kettering and Hartford HealthCare Cancer Institute alliance to meet community health needs utilizing print media and other community forums to promote public awareness and education.
- 2) Collaborate with state and local agencies to implement CT state policy on tobacco-free living and support cessation efforts
- 3) Increase American Lung Association “Freedom from Smoking” classes

Results & Outcomes

- a) Increased cancer screening points of delivery
- b) “Freedom from Smoking” program was discontinued within the Pulmonary Dept but was picked up by the Brownstone Clinics and is now expanding with newly certified Smoking Cessation practitioners

AMBULATORY EXPANSION AND GROWTH

NUTRITION, PHYSICAL ACTIVITY, AND WEIGHT

Strategies & Scope

- 1) Bone & Joint Institute - Center for Musculoskeletal Health
 - a) Develop Sports & Human Performance Programs incorporating Rehab, Motion Analysis, Injury Prevention

Results & Outcomes

- a) Increase in providers and services

MUSCULOSKELETAL HEALTH & FITNESS PROGRAM

Strategies & Scope

- 1) Osteoporosis Prevention through community osteoporosis screening
- 2) Fragility Fracture re-fracture prevention
- 3) Osteoarthritis Prevention
 - a) Weight management
 - b) Conditioning & Fitness
 - c) Family Life Education childhood obesity program
 - d) Nutritional counseling & instruction (“Connect to Healthier” demo kitchen)
- 4) Population Health Management
 - a) Musculoskeletal (MSK) Data and Analytics will be used to assess and determine population health strategies and implementation
 - b) Primary Care Support (algorithms & tools) will serve to inform physical health
 - c) Culturally-based decision-making support will ensure culturally sensitive treatment modalities.
- 5) Exercise & Weight Management
 - a) Promotion of lifestyle changes and gentle exercise for those hoping to address weight management and prevent or slow osteoarthritis,
 - b) Support efforts of providers and community agencies to address Pediatric obesity in Hartford.
- 6) Nutrition Counseling
 - a) Provide program support for patient population at high risk for surgical intervention due to excessive BMI
- 7) Injury Prevention
 - a) Provide educational support for athletic teams around proper sport kinematics
- 8) Fragility Fracture Prevention
- 9) Establish fall prevention program to include core strengthening and gait and balance components
- 10) Launch mobile Musculoskeletal Health community van to conduct screenings for area employers and other community members.

Results & Outcomes

- a) Expanded clinical programs to meet these needs prevention, management, and counseling

PROGRAMS DESIGNED TO ADDRESS 2015 HEALTH NEEDS

ESTABLISHMENT OF CLINICAL PROGRAMS & SERVICES WHICH ALIGN WITH HARTFORD REGION STRATEGY AND WHICH MEETS IDENTIFIED COMMUNITY HEALTH NEEDS, AND SATISFY COMMUNITY BENEFIT REQUIREMENTS

CHRONIC DISEASE (DIABETES, HEART DISEASE, AND STROKE)

Strategies & Scope

- 1) Launch case management project within Brownstone Clinic with an identified cohort of Diabetic patients in partnership with a community agency, the Community Renewal Team.
- 2) Heart disease provide education to community-based EMS services to facilitate implementation of life-saving heard disease strategies, such as pre-hospital ECG, STEMI (St-Elevation Myocardial Infarction)
- 3) Continue air ambulance system to allow advanced placement and quick transport of heart attack victims
- 4) Support and expand partnerships with Federally Qualified Health Center (FQHC's) providers
- 5) Increase access to cardiac care in community settings.
- 6) Evaluate the development of comprehensive cardiovascular services that are multidisciplinary and co-locator practitioners.
- 7) Establish and expand Heart Disease management programs and initiatives.
- 8) Include community health services as part of the Cardiovascular strategic plan.

Results & Outcomes

- a) The Brownstone Clinics did develop a 1-year pilot with the Community Renewal Team that was conducted in FY17. However, it was not successful and has been discontinued. A review of the program to determine what to change to make it successful is underway. The program was based upon the ER notifying the Brownstone clinics when one of their patients went to the ER for treatment. The Brownstone would then contact that patient for follow-up. There were 2 points of non-success. One the crisis was over by the time the Case management person contacted the patient and the patient was not motivated to continue addressing the issue. Second, most Brownstone patients are already connected with social service programs and assistance.
- b) The Center for Education, Simulation and Innovation has developed a program to train EMS providers in life saving heart disease treatments and techniques
- c) The air ambulance system has continued
- d) There is improved care coordination throughout the hospital and its partners
- e) The hospital has expanded its ambulatory footprint with specialists and referrals
- f) Hartford Hospital has created a Cardio Vascular Institute to provide comprehensive cardiovascular services and expand heart disease management programs and initiatives

ACCESS TO MENTAL HEALTH & SUBSTANCE ABUSE SERVICES

MENTAL HEALTH AND SUBSTANCE ABUSE

Strategies & Scope

- 1) Increase access to mental health care for underserved through Institute of Living case management pilot in the Brownstone clinic
- 2) Offer weekly peer support group in Brownstone Clinic
- 3) Work with Hartford HealthCare Rehabilitation Services to place Behavioral Health Clinician in specialty office for pain/headache
- 4) Work with Behavioral Health Network Primary Care Behavioral Health Group to increase embedded clinicians in Primary Care Office
- 5) Sustain community Care Teams embedded in the Hartford Hospital Emergency Department
- 6) Actively participate through education and community forums in addressing mental health awareness through the HHC Stop the Stigma campaign.
- 7) Develop Suboxone training for Brownstone providers and provide to patients

PROGRAMS DESIGNED TO ADDRESS 2015 HEALTH NEEDS

- 8) Establish a partnership with Rushford and support Fellow in Addiction Services at Brownstone
- 9) Dementia assessment in geriatric patients as part of Duncaster and Brownstone/HH partnership
- 10) Smoking cessation program offering for patients at Brownstone clinic

Results & Outcomes

- a) Our Health psychology team has a full-time Ph.D. and part-time MD in embedded in the Brownstone Clinics
- b) Suicide identification and prevention training and de-escalation training has been provided to all providers and clinicians with in the Brownstone Clinics on an ongoing basis
- c) Placed a Ph.D. in both Pain and Headache Centers through our Health Psychology Service
- d) Through the Health Psychology Service, there are Ph.D. & LCSW in multiple primary care sites including Enfield, a number of sites in Hartford, Vernon, E. Hartford, Manchester, W. Hartford, Farmington, etc. Currently, there are eight providers in the various specialty practices. It is very difficult to provide data due to the transition of patient registrations in HHC Epic system which varies from the Specialty Groups', some patients were evaluated and referred with recommendations and some continued with services for several visits and/or transferred for ongoing psych if needed.
- e) The 1st year of this CHIP the Brownstone had one fellow; the 2nd year two fellows and the 3rd year one fellow. This has allowed them to expand addiction services across the clinics.
- f) Dementia assessment and smoking cessation program run by Rushford

DEVELOPMENT OF A CARE COORDINATION MODEL FOR IDENTIFIED AT-RISK INPATIENTS, REGARDLESS OF PATIENT'S PAYOR SOURCE OR SOCIOECONOMIC STATUS

INITIATE A CARE COORDINATION TEAM, TO WORK ALONGSIDE THE HOSPITALIST TEAM, TO PROVIDE COORDINATION AND MANAGEMENT TO IDENTIFIED AT-RISK PATIENTS

Strategies & Scope

- 1) Hire a Community Health Worker within the Department of Medicine and Brownstone clinic
- 2) The team will be mobilized to address social needs that impeded care coordination and good outcomes
- 3) The team will coordinate with the Heart Failure program as well as disease-specific clinics whenever appropriate to manage patients on an outpatient and ongoing basis

Results & Outcomes

- a) The Brownstone Clinics have two Medical Case Workers and are beginning development of a program to train CHWs
- b) A Complex Case Management Team has been created to work with the Hospitalist team and Brownstone patients

CHRONIC DISEASE (DIABETES, HEART DISEASE, AND STROKE)

Strategies & Scope

- 1) Develop and sustain a strong partnership with Integrated Care Partners (ICP)
- 2) Further the development of embedded health coaches as a member of the care team in Family Health Centers in collaboration with ICP
- 3) Expand health coach model to private providers within the ICP network
- 4) Establish new programs and opportunities to improve care coordination to support patients and community-based providers.
- 5) Assist and improve access to health insurance options and referrals.
- 6) Enhance care coordination for stroke patients including comprehensive post stroke follow up and rehabilitation
- 7) Established model for improved care coordination of stroke victims presenting in Hartford HealthCare Emergency Departments.
- 8) Expansion of Movement Disorder program

Results & Outcomes

PROGRAMS DESIGNED TO ADDRESS 2015 HEALTH NEEDS

- a) ICP ambulatory care management team of approximately 30 care managers with the nurse and social work background are affiliated/embedded in individual provider offices providing care management and care coordination.
- b) Hartford Hospital has implemented DAWN stroke protocols based on the study released in the Fall of 2017 where patients are screened using advanced image processing technology known as RAPID CT Perfusion, which pinpoints the area of damage caused by an ischemic stroke, locates salvable areas of brain tissue, and can establish a timeline for when the stroke occurred. This creates an extended window for acute treatment for ischemic stroke patients, less disability and better outcomes.

MENTAL HEALTH & SUBSTANCE ABUSE

Strategies & Scope

- 1) Increase access to coordinated mental health services in the community
- 2) Expand the Primary Care Behavioral Health Project in selected Family Health Centers in the region for immediate mental health care coordination and referral
- 3) Sustain Community Care Teams embedded in the Hartford Hospital Emergency Departments

Results & Outcomes

- a) Brownstone and Transplant increased services to the community

DEVELOPMENT OF AN INTERDISCIPLINARY RISING-RISK CARE COORDINATION MODEL FOCUSED ON THE COMMUNITY AND OUTPATIENT SETTINGS, REGARDLESS OF PATIENT'S PAYOR OR SOCIOECONOMIC STATUS

BUILD THE CAPACITY OF LOCAL HEALTH CARE CLINICS TO PROVIDE COORDINATED HEALTH DELIVERY WITH A FOCUS ON POPULATION HEALTH MANAGEMENT SERVICES

Strategies & Scope

- 1) Develop and sustain a strong partnership with Integrated Care Partners (ICP)
- 2) Further the development of embedded health coaches as a member of the care team in Family Health Centers in collaboration with ICP
- 3) Expand health coach model to private providers who are ICP members

Results & Outcomes

- a) Partnership with ICP has been ongoing for five years with care managers embedded in approximately 30 primary care provider practices.