



MEETING OUR COMMUNITY NEEDS

COMMUNITY HEALTH NEEDS ASSESSMENT IMPLEMENTATION PLAN

July 1, 2016 – June 30, 2019



Wheaton Franciscan Healthcare
Franklin

A woman with brown hair, wearing a light blue shirt, is smiling warmly while holding a young child with light brown hair. They are sitting in a field of green grass and yellow dandelions. The background shows a line of trees under a bright sky. The text is overlaid on the left side of the image.

How
Wheaton Franciscan
Healthcare
is meeting
the **NEEDS**
of our
community.

ANSWERING
THE CALL

Our mission

Wheaton Franciscan Healthcare is committed to living out the healing ministry of Jesus by providing exceptional and compassionate health care that promotes the dignity and well being of the people we serve.

About our organization

Started by the Wheaton Franciscan Sisters more than 130 years ago, Wheaton Franciscan Healthcare is a Catholic, not-for-profit organization with nearly 100 health and shelter organizations in Wisconsin, Iowa, Colorado, and Illinois. Hospitals in Southeast Wisconsin include Wheaton Franciscan Healthcare–All Saints in Racine County; Wheaton Franciscan–St. Joseph Campus, Midwest Spine and Orthopedic Hospital and Wisconsin Heart Hospital Campus, Wheaton Franciscan Healthcare–St. Francis, Wheaton Franciscan Healthcare–Franklin, and Midwest Orthopedic Specialty Hospital in Milwaukee County; and Wheaton Franciscan–Elmbrook Memorial Campus in Waukesha County. The region also includes Wheaton Franciscan Medical Group with more than 350 physicians in more than 50 locations, a network of outpatient centers, two transitional and extended care facilities, Home Health, and Hospice. Our system employs nearly 11,000 associates in Southeast Wisconsin, making it one of the largest private employers in the area.

Key distinctions of Franklin

At Wheaton Franciscan Healthcare–Franklin we offer everything you would expect from a large metropolitan hospital, and more. You'll find expert physicians, advanced treatments and technology, subspecialty services, and a comprehensive team approach to health care. This is all delivered with the compassionate care that comes from being a Catholic-based community hospital.





Summary

Beyond working to fulfill our Mission on a daily basis, our values compel us to share our talents and resources in an even greater way to benefit the many communities we serve. The 2016 Wheaton Franciscan Healthcare—Franklin Community Health Needs Implementation Plan includes information containing qualitative and quantitative data relating to the health needs for the City of Franklin and the surrounding community. Wheaton Franciscan Healthcare partnered with Aurora Health Care, Children’s Hospital of Wisconsin, Columbia St. Mary’s Health System, Froedtert Health, as well as the Center for Urban Population Health, JKV Research, LLC, and the city health departments to collaboratively conduct a community health needs assessment.

Through our assessment and planning, Wheaton Franciscan Healthcare has found opportunities for more focused efforts on key needs within the community that the Franklin Campus serves. This year, Wheaton is working on a strategic plan to address those specific needs. The Community Health Needs Assessment and Implementation Plan were adopted and approved by the hospital board.

Defining Our Community

Milwaukee County at a glance

Population:	953,401
Median household income:	\$43,485
Individuals below poverty level:	21.9%
Median age:	3406
High school graduate or higher:	86.2%
Unemployed:	6.9%

City of Franklin at a glance

Population:	35,920
Median household income:	\$73,122
Individuals below poverty level:	6.12%
Median age:	40.8
High school graduate or higher:	92.3%
Unemployed:	4.6%

(Source: United States Census Bureau. American Fact Finder, January 2016). Estimates from 2014.





How did we assess the health needs of the community?

There were several key pieces to help create an assessment that Wheaton Franciscan Healthcare felt was necessary to assess the needs of the community our hospitals serve.

Health telephone survey

Wheaton Franciscan Healthcare collaborated with Aurora Health Care, Children's Hospital of Wisconsin, Columbia St. Mary's Health System, Froedtert Health, to conduct a survey of Milwaukee County as well as the City of Franklin as comparable to state and national benchmarks. The survey evaluated lifestyles and health qualities of the respondents as well as behaviors related to their health. General questions regarding disease and management were also included in the survey.

Key informant interviews and focus groups

In collaboration with Aurora Health Care, Children's Hospital of Wisconsin, Columbia St. Mary's Health System, and Froedtert Health, Wheaton Franciscan Healthcare conducted several interviews with key stakeholders that represent the broader interests of the community. These include public health officers, free clinic representatives, non-profit organizations, public safety representatives, and others. The data was compiled and analyzed in partnership with the Center for Urban Population Health.

Secondary research

In collaboration with Aurora Health Care, Children's Hospital of Wisconsin, Columbia St. Mary's Health System, and Froedtert Health, Wheaton Franciscan Healthcare enlisted the Center for Urban Population Health to develop a report highlighting demographics, socio-economic status, and other key learnings.

Information from the 2010 U.S. Census Bureau, County Health Rankings, and *Healthy People 2020* were a few of the reliable resources contributing to the report.

Key expert research

Wheaton Franciscan Healthcare's leaders contributed their expertise in analyzing data, research, and other studies related to the community health needs. Leaders took into account trends of their surrounding communities, hospital utilization data, findings based on recent studies, and the voice of the community into account when analyzing the assessment and finalizing our strategy.

Impacting our community

Wheaton Franciscan Healthcare is devoting resources and expertise to tackle our community's toughest health issues. With a focus on well-defined strategies, we expect to have a positive impact on specific health concerns and the overall health of our community.

How will we evaluate progress?

Wheaton Franciscan Healthcare is committed to tracking all efforts and including progress in our Mission Integration Plan on a semi-annual basis. That plan is reviewed and approved by Wheaton's Board of Directors in Southeast Wisconsin.

To meet all of the needs identified, we will partner with:

- Milwaukee Health Care Partnership
- Public Health Departments
- Educational Systems

Evaluation

Wheaton Franciscan Healthcare 2013 Implementation Plan

At the time of publishing this report, evaluations were made on the timeframe of July 1, 2013 through December 31, 2015.

In 2013, Wheaton Franciscan Healthcare—Franklin carefully evaluated the data that was collected and focused on health needs that would be greatly benefited by the resources available. Those key health needs were:

- Promoting a Healthy Lifestyle with a focus on obesity, high blood pressure, and diabetes
- Community safety with a focus on alcohol use and violence

Access to care

Over the three years that this plan was in place for the community surrounding Franklin, several strategies were used to show an impact on the community. Specifically for a healthy lifestyle, strategies included continuing to educate the community on how to achieve a healthy lifestyle through increased awareness of healthy eating habits, diabetes trends, and cardiology. Blood pressure screenings were also put in place at community events. Participation in the Couch to 5K program and

educational events gave the community access to a more active and healthy lifestyle. Not only was Wheaton diligent in its efforts to support these needs, we were also aware of several other programs within the community that were tackling the issues as well. While our hospital was hoping to see more of a positive trend in the community, we are confident that our efforts are continuing to help make an impact in the future. Therefore, because the percentages still showed an increase, we are keeping these needs on our plans to address for the next three years.

Alcohol use and violence

Another goal that Franklin identified was focusing on community safety by bringing awareness to increased alcohol use and violence. Efforts that were in place between 2013–2015 included awareness of binge drinking and its health effects, participation in Franklin Family Fun Night, and partnering with educational systems to educate school-age children on the effects of bullying and violence. Franklin did see a decrease in the percentages of those community members who were surveyed, but still feel the trends were at a higher



percentage than we'd like to see. Wheaton Franciscan Healthcare—Franklin has chosen to leave the needs on our 2016 implementation plan and will continue to address them with the intent to show even more positive trends in the coming years.

Trend in results

After a thorough evaluation of the impact that Franklin made in the community, we found that there were changes in the Franklin data as received by the community health telephone surveys:

Implementation Plan Health Concern	2012	2015
Overweight	58%	63%
High Blood Pressure	29%	28%
Diabetes	7%	7%
Alcohol use	42%	34%
Violence (afraid for their safety)	7%	6%

This data only confirmed the importance of continuing our efforts in meeting these health needs. While we do believe that our support in these community-wide efforts have made a positive impact on these needs, we still feel that continued focus will only help positively change the health outcomes moving forward.

Select Key Findings

from the Community Health Survey Report

From 2003–2015 there was a statistical change in the overall percentage of respondents who reported:

Not currently covered by health insurance: from **8%** to **4%**
 Their health as fair or poor: from **16%** to **19%**

High blood pressure: from **22%** to **29%**
 Diabetes: from **7%** to **11%**
 Overweight: from **62%** to **69%**

Respondents were asked to rate the 3 top community health issues out of eight listed and reported:

Milwaukee County:

Chronic disease: **66%**
 Alcohol or drug use: **55%**
 Violence: **42%**
 Mental health or depression: **31%**
 Teen pregnancy: **23%**
 Infectious diseases: **19%**
 Infant mortality: **7%**
 Lead poisoning: **2%**

City of Franklin:

Alcohol or drug use: **62%**
 Chronic disease: **58%**
 Mental health or depression: **34%**
 Infectious disease: **18%**
 Violence: **11%**
 Teen pregnancy: **11%**
 Infant mortality: **4%**
 Lead poisoning: **2%**

Our value of Stewardship calls us to focus our efforts and resources on health needs where we are most able to have a significant impact. Wheaton Franciscan Healthcare – Franklin has chosen to address a healthy lifestyle with a focus on obesity, high blood pressure, and diabetes and community safety with a focus on alcohol use and safety. Wheaton Franciscan Healthcare is committed to supporting other health care components in a secondary capacity when necessary.

Summary of Significant Needs

Wheaton Franciscan Healthcare market presidents appointed key leaders in the organization to analyze data that was gathered, determined resource availability of the facility, and identified the needs that would be addressed at this time. Several meaningful meetings were held with sub-committees in each of the top areas identified prior to setting the priority needs to address in our initial plan.

Top community needs

Through our assessment and review of all of the findings from the research, our summary of the top community needs are:

- Access to care
- Coverage
- Alcohol use
- Violence
- High blood pressure
- High cholesterol
- Nutrition and obesity
- Mental and behavioral health

Wheaton Franciscan Healthcare has assessed the resources available at the Wheaton Franciscan Healthcare – Franklin facility when choosing the following priorities to address at this time. Please see the full Implementation Plan for ways we are addressing the following needs:

- Promoting a healthy lifestyle with a focus on obesity, high blood pressure, and diabetes
- Community safety with a focus on alcohol use and safety

Additional top health needs

While our organization understands the importance of meeting all of the needs of the community, an in-depth assessment was completed in which the key leaders involved with work within the Franklin facility were able to identify the needs that would be most impacted by the site. The top health needs identified by the leadership team through the community health needs assessment that were not a part of the current implementation plan were as follows:

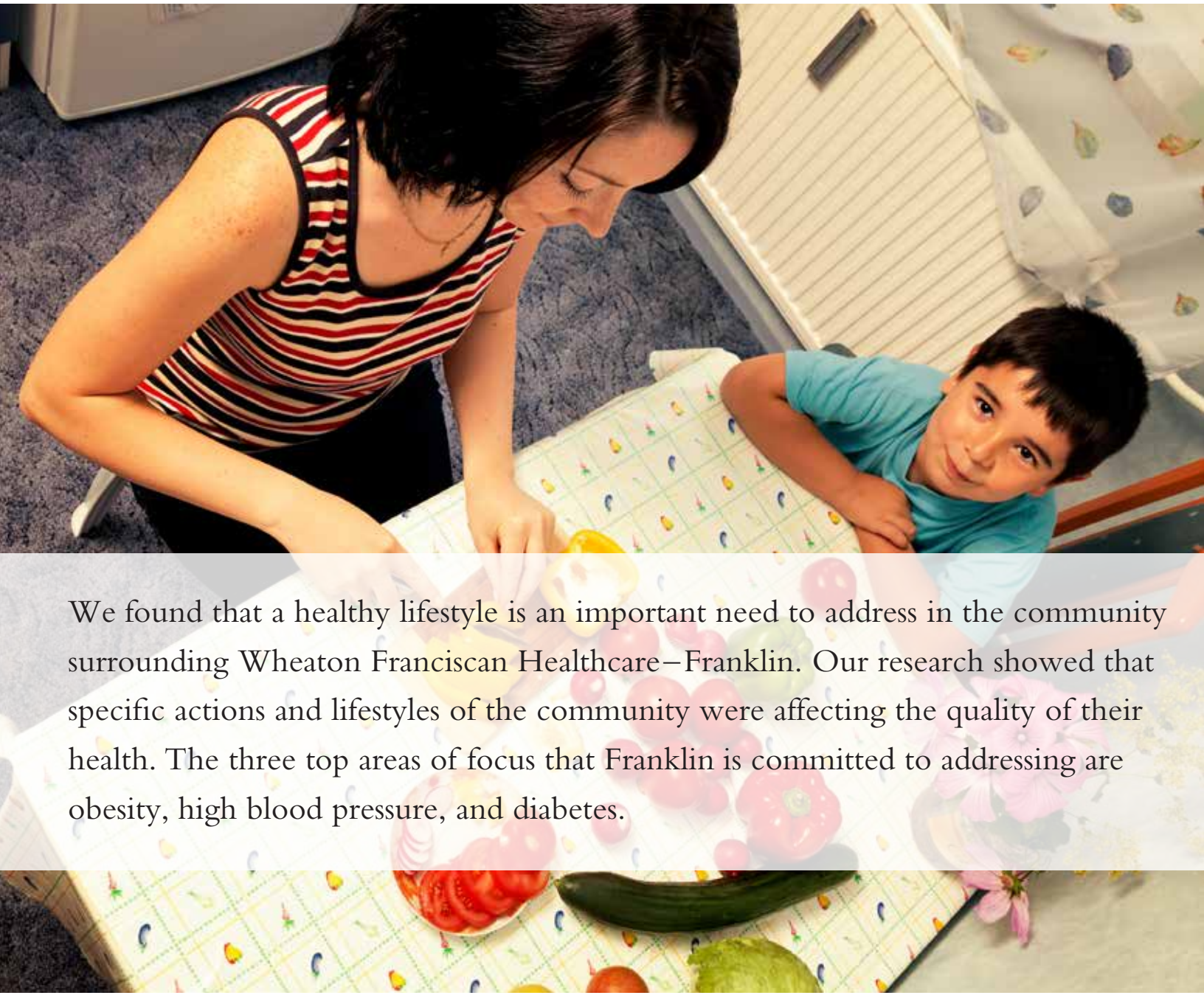
- **Access to care/coverage:** Wheaton Franciscan Healthcare – Franklin is aware that other facilities within our organization that serve the Milwaukee and Racine population, St. Joseph Campus and All Saints Campus, currently focus their efforts and include Access to Care

on their 2016 Implementation Plan. Through our community health needs assessment process, the Milwaukee Health Care partnership was also made aware of existing strategies through our key informants. Existing strategies listed by the interviewees included free clinics, Federally Qualified Health Centers (FQHC), the Milwaukee Health Care Partnership, employee wellness programs, emergency medical services, community paramedicine, 2-1-1, the Milwaukee Enrollment Network, community health workers and navigators, natural health options, exercise and nutrition classes, and other health-related workshops. We are committed to supporting St. Joseph Campus as well as All Saints and the other resources that are addressing this need in a secondary capacity when necessary.

- **High cholesterol:** Wheaton Franciscan Healthcare – Franklin understands this growing concern, and we believe that high cholesterol falls under the realm of our focus on a healthy lifestyle through our efforts focusing on obesity. Although high cholesterol is not a singled-out focus on the 2016 implementation plan, we are aware of other efforts throughout the community to support this concern.
- **Mental and Behavioral Health:** While Wheaton Franciscan Healthcare – Franklin understands this growing concern, at the time of assessment, the resources and expertise were not available to address and make a meaningful impact on Mental and Behavioral Health. During the community health needs assessment process, the Milwaukee Health Care Partnership was made aware of several existing strategies through our key informants such as: inpatient and outpatient mental health services; increased bullying awareness; housing first strategy; community behavioral health redesign (underway); Milwaukee Center for Independence programming that manages medication and re-integrates people with mental health issues into the community, jobs, and housing; crisis intervention training for employees; efforts within schools and school-community partnerships; mental and behavioral health task forces; implementing trauma-informed care; and more mental health providers being added in the community. We will continue to support these efforts in a secondary capacity as necessary.

PRIORITY:

Healthy Lifestyle with a focus on obesity, high blood pressure, and diabetes.



We found that a healthy lifestyle is an important need to address in the community surrounding Wheaton Franciscan Healthcare–Franklin. Our research showed that specific actions and lifestyles of the community were affecting the quality of their health. The three top areas of focus that Franklin is committed to addressing are obesity, high blood pressure, and diabetes.

Dramatic rise in obesity

According to the County Health Rankings for 2013, 29% of the Wisconsin population was obese.

The 2012 Milwaukee Health Survey Report found the following:

Milwaukee County:

Respondents overweight: **66%**

City of Franklin:

Respondents overweight: **58%**

(The Health Survey Report stated that the “overweight” percentages also included “obese” respondents.)

Obesity has big risks

Obesity is a major health crisis in our country. There are several obesity-related health conditions that are associated with obesity. These conditions often lead to a decreased quality of health and life of those affected. Below are a few examples of conditions that obesity can lead to:

- Cancer
- Diabetes
- Gallbladder disease
- Heart disease
- High blood pressure
- Osteoarthritis
- Depression
- Sleep apnea
- High cholesterol
- Stroke

High blood pressure on the rise

High blood pressure is another serious condition that has become a major health crisis in our country and can lead to coronary heart disease, heart failure, stroke, kidney failure, and other health problems. We are committed to improving the outcomes in the community surrounding Wheaton Franciscan Healthcare—Franklin.

According to the 2012 Milwaukee County Community Health Survey Report, from 2003–2012 there was an increase in percentage of respondents who reported high blood pressure.



Milwaukee County:

Respondents reporting high blood pressure in 2012: **30%**

Respondents reporting high blood pressure in 2003: **22%**

City of Franklin:

Respondents reporting high blood pressure in 2012: **29%**

Respondents reporting high blood pressure in 2003: **21%**

Trend is a big risk

High blood pressure that is left untreated could cause disabilities, poor quality of life, or even fatalities. One of the most common effects of high blood pressure is damage to the arteries.

High blood pressure is typically a chronic condition that gradually causes damage over the years. In some cases, though, blood pressure rises so quickly and severely that it becomes a medical emergency requiring immediate treatment, often with hospitalization.

In these situations, high blood pressure can cause:

- Problems with your brain, marked by memory loss, personality changes, trouble concentrating, irritability, or progressive loss of consciousness
- Stroke
- Severe damage to your body’s main artery
- Seizures in pregnant women
- Chest pain
- Heart attack
- Sudden impaired pumping of the heart, leading to fluid backup in the lungs and shortness of breath
- Sudden loss of kidney function
- Aneurysms.
- Heart failure

DID YOU KNOW?

Left untreated, diabetes can lead to heart disease, kidney failure, and nerve damage.

Diabetes remains a major concern

According to the 2012 Franklin Community Health Survey Report, there was an increase in the overall percentage of respondents who reported having diabetes since 2003. The percentage of respondents who reported having diabetes was at 7 percent in 2012. Some factors include obesity and weight, age, and ethnicity.

How we'll promote a healthy lifestyle:

- Educate community on how to achieve a healthy lifestyle through increased awareness of healthy eating, diabetes trends, and cardiology.
- Provide blood pressure screening services at community events.
- Increase participation in the “Couch to 5K” event by inviting the community to participate, modeling after our current associate event.
- Increase awareness of healthy eating options for adults and children by conducting community events.
- Continue to offer pre-diabetes classes and coordinate events throughout the year for education around diabetes.



A healthy lifestyle is an important need to address in the community surrounding Wheaton Franciscan Healthcare – Franklin. We are committed to improving the outcomes in the community surrounding the facility.

PRIORITY:

Community Safety (Focus: Alcohol Use and Safety)



Wheaton Franciscan Healthcare- Franklin identified community safety as a growing concern in the area. Wheaton Franciscan Healthcare – Franklin is committed to addressing the needs of community safety by focusing on reducing alcohol use and violence.

Alcohol Use Findings:

City of Franklin:

2015 Binge drinking: **35%**

2012 Binge drinking: **42%**

According to the 2015 Franklin Community Health Survey Report, 62 percent of respondents felt alcohol or drug use was a top health concern.

Consequences and Risks

Alcohol depresses your breathing rate, heart rate, and the control mechanisms in your brain and can increase the risks of:

- Alcoholism or alcohol dependence
- Chronic liver disease
- Falls, drownings, and other accidents
- Fetal alcohol syndrome if a pregnant woman drinks
- Head, neck, stomach, and breast cancers
- Increased risk for homicide
- Motor vehicle accidents
- Risky behaviors, unplanned or unwanted pregnancy, and sexually transmitted diseases (STDs)
- Suicide and homicide



Focus on Safety

Violence is a serious public health problem in the United States. From infants to the elderly, it affects people in all stages of life. According to the Center for Disease Control, in 2014, almost 16,000 people were victims of homicide and nearly 43,000 took their own lives.

Based on findings from the 2015 Franklin Community Health Survey Report, 11% of respondents felt violence was a major health issue in the community. Six percent of respondents reported being afraid for their safety. Thirty-one percent of respondents reported their children experiencing some sort of bullying in the last 12 months.

Consequences and Risks

Beyond their immediate health consequences, injuries and violence have a significant impact on the well being of Americans by contributing to:

- Premature death
- Disability
- Poor mental health
- High medical costs
- Lost productivity

The effects of injuries and violence extend beyond the injured person or victim of violence to family members, friends, coworkers, employers, and communities.

How we'll promote community safety

- Increase awareness of binge drinking and health effects by providing literature and educational tools at community events.
- Increase awareness of overall healthy behaviors to support community safety through events such as Franklin Family Health Night.
- Partner with educational systems to increase awareness of bullying by hosting Parents Night Out to share information with parents.

A young child with brown hair, wearing a bright blue jacket and brown shoes, is kneeling on a grey asphalt surface. The child is holding a piece of pink chalk and has just finished drawing a pink square on the pavement. The background is slightly blurred, showing other people in the distance.

Making Our Community Stronger. Healthier. Better.

The health of our community has always been important to those of us at Wheaton Franciscan Healthcare. We would like to thank the many people who contributed to this important research, and we are committed to doing our part to address the needs identified. Together, we will make our community stronger, healthier, and better.