

Community *Health* Needs Assessment



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Terrebonne General Medical Center

2017 Community Health Needs Assessment Report

Overview

Periodic assessment of community health needs is a critical component to the mission and vision of Terrebonne General Medical Center (TGMC). Development of strategic initiatives to address findings of these assessments is essential to improving the health and wellness of the community. TGMC has performed several community health needs assessments in the last two decades to assess, take action, and monitor improvement. The last assessment was performed in 2012. The findings from the 2017 survey have been analyzed and prioritized by TGMC Executive Team, TGMC Quality Committee of the Board of Commissioners, and the TGMC Medical Executive Committee (MEC). Additional data from several sources was also vetted in comparison to best determine an action plan to address the overall health needs of our community.

TGMC will use this document as a planning tool to prioritize and develop strategic initiatives to address the findings of this survey. TGMC has partnered with many community health and social organizations within the parish to provide healthcare services to all people within the service district regardless of social status or ability to pay. This tool will be used to determine gaps in care and to focus on the priority items noted in this report.

Terrebonne General Medical Center: Mission, Vision and Core Values

Our Mission

Providing Exceptional Healthcare with Compassion

Our Vision

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

Our Core Values

The Values Statement that defines TGMC serves as the guiding principles for all employees, volunteers, and physicians.

In our every task and interaction, the phrase 'icare' steers our behavior.

Integrity

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

Communication

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

Attitude

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

Respect

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

Etiquette

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

About Terrebonne General Medical Center (TGMC)

For over 63 years Terrebonne General Medical Center (TGMC) has been a proven leader in quality and is nationally and internationally recognized as an innovative healthcare organization that provides state-of-the-art technology and advanced cutting-edge services.

TGMC is an award winning public, non-profit medical center consisting of a 321 licensed bed acute care facility and physician practices. TGMC is the largest community-based hospital in the region and offers a range of services such world-class interventional cardiology, cardiovascular surgery, a Women's Health Center that houses a level III Neonatal Intensive Care Unit, obstetric and gynecological services, a Women's Imaging and Breast Center, an outpatient surgery center, general surgical services, critical care, neurological services, general medicine, acute and outpatient rehabilitation, skilled nursing units, emergency care services, primary care services, diagnostic imaging services, Mary Bird Perkins TGMC Cancer Center, and the Healthy Lifestyles Center.

Mary Bird Perkins TGMC Cancer Center (MBPTGMCCC) provides the full continuum of cancer care, from prevention and early detection to diagnosis, treatment, recovery, and survivorship for those in Southeast Louisiana. Services include chemotherapy, radiation therapy

and surgery, as well as patient navigation, clinical trials and free community screenings. Mary Bird Perkins TGMC Cancer Center is nationally accredited with commendation and recognized for excellence in cancer care by the American College of Surgeons Commission on Cancer, the gold standard in cancer care and the Quality Oncology Practice Initiative (QOPI). In 2016, MBPTGMCCC was the recipient of the Press Ganey Guardian of Excellence Award for Patient Experience.

The TGMC Healthy Lifestyles Center strives to keep the community healthy through preventative wellness measures. Services offered include Weight Management, Diabetes Management, the Community Sports Institute, Workout 360, Wellness for Life, Outpatient Rehabilitation, and the Sports Performance Training Center. Altogether, these efforts help educate patients and empower them to live healthier, more productive lifestyles.

Committed to providing exceptional healthcare to the people of Southeast Louisiana, TGMC boasts being the largest community-based hospital in the tri-parish area of Terrebonne, Lafourche, and St. Mary parishes. The Medical Center serves as a major economic force for the community with a staff of over 1,400 employees, 300 physicians, 34 medical specialties and seven subspecialties ranging from family practice to cardiovascular surgery as well as health and wellness services. Therefore, as the community continues to grow and change, so does the need for access to preventative services and medical care which TGMC provides. Through technological advancements, the highest quality care, and strong community partnerships, TGMC has remains an innovative leader for our community.

TGMC is accredited by The Joint Commission, the national body that ensures that member hospitals meet established standards for quality of patient care. TGMC is also a member of Louisiana Hospital Association and the American Hospital Association. Additionally, TGMC is a Pathway to Excellence™, Baby-Friendly USA, and WellSpot recognized facility.

Other Quick Facts about TGMC:

- In 2017, The American Heart Association recognized TGMC with the GOLD Stroke Award and the GOLD PLUS Mission Lifeline award for cardiac treatment and care.
- In early 2017, TGMC was recognized as the Studer Group Healthcare Organization of the Month for achieving high patient satisfaction, providing quality patient care and having outstanding employee and physician engagement. Studer Group, a result-based healthcare firm that works with organizations to improve overall performance, recognizes one healthcare organization per month for their high performance in patient quality and satisfaction, employee engagement and financial stability.
- In June of 2016, TGMC received the [Women's Choice Award](#)® as one of America's Best Hospitals for Orthopedics. This evidence-based designation is the only orthopedics award that identifies the country's best healthcare institutions based on robust criteria including patient satisfaction, clinical excellence, and what women say they want from a hospital.

- TGMC has been designated as a Level One WellSpot by the Louisiana Department of Health and Hospitals because of innovations in support of a healthier environment. Key organizational features include: tobacco-free policy and smoking cessation programs, healthy food options in the cafeteria and food court, and successful employee wellness programming.
- The Houma-Terrebonne Chamber of Commerce Community Champion Award was presented to the TGMC Community Sports Institute in Early 2016 for volunteer contributions and service to the Terrebonne Parish Community. TGMC's Community Sports Institute program brings certified athletic trainers into local schools and organizations to educate coaches and students athletes on proper techniques and preventative healthcare.
- Mary Bird Perkins TGMC Cancer Center was recognized as a 2016 Guardian of Excellence Award® winner by Press Ganey. This award recognizes top-performing healthcare organizations that have consistently achieved the 95th percentile or above of performance in patient experience. The Press Ganey Guardian of Excellence Award is a nationally recognized symbol of achievement in healthcare.
- TGMC has been designated a Lung Cancer Screening Center by the American College of Radiology. This designation is a voluntary program that recognizes facilities that have committed to practice safe, effective diagnostic care for individuals at the highest risk for lung cancer.
- In 2016 alone, Mary Bird Perkins TGMC Cancer Center held 69 cancer screening events in the community, screening over 900 local residents. Of those 900 people, 101 were referred out for further navigation and 4 cancers were detected and diagnosed.
- In 2015, Mary Bird Perkins TGMC Cancer Center was named one of *Becker's Hospital Review's* "100 Hospitals and Health Systems with Great Oncology Programs". The list recognizes organizations dedicated to treating cancer patients as well as researching the deadly disease. Mary Bird Perkins TGMC Cancer Center stands out in terms of quality patient care, clinical outcomes, and research achievements.
- In May of 2015, TGMC achieved the prestigious re-designation as a Pathway to Excellence™ facility that was originally received in 2012. The Pathway to Excellence designation identifies that TGMC has provided the elements of a work environment where nurses can flourish and be proud of their work. The re-designation substantiates the professional satisfaction of nurses at TGMC and identifies it as one of the best hospitals to practice nursing.

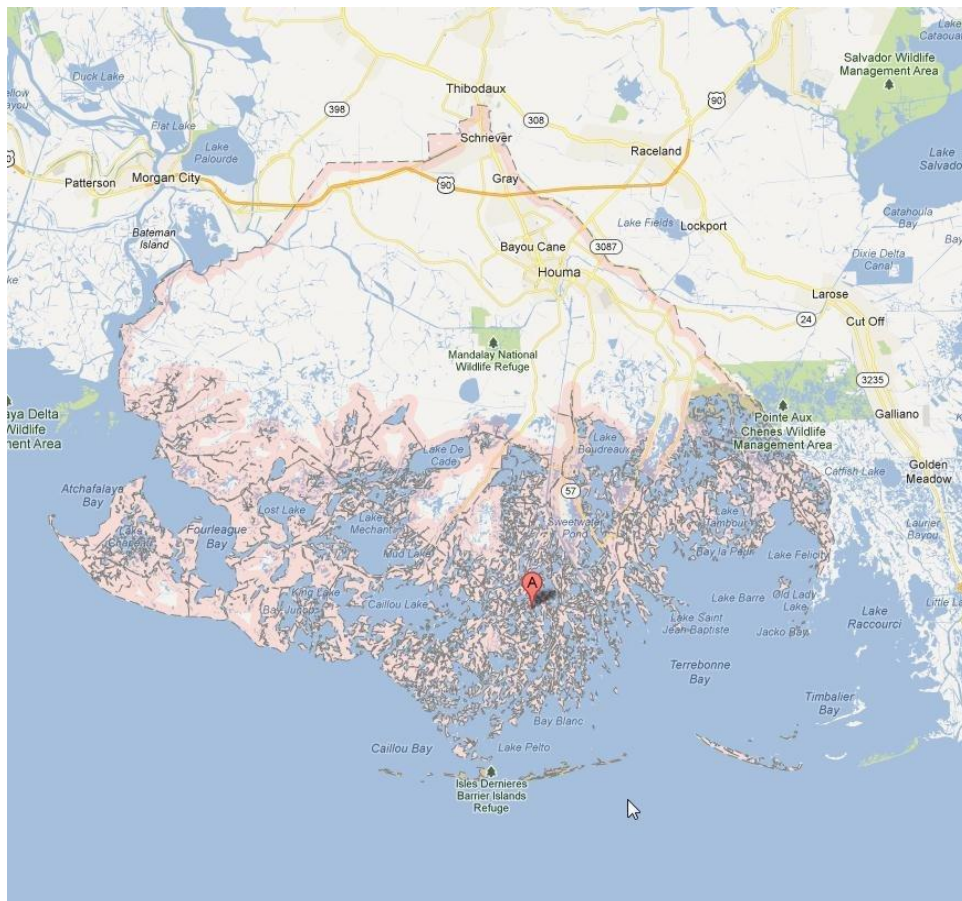
- TGMC continues to be the leader in medical advancements with the development of a state-of-the-art Hybrid Operating Room the only one of its kind in North America. As the only hospital in the region to invest in this life-saving technology, TGMC continues its commitment to providing exceptional healthcare using the safest and most advanced methods. A Hybrid Operating Room is a surgical suite equipped with advanced medical imaging devices. These imaging devices enable minimally-invasive surgery, which is less traumatic for the patient.
- TGMC's world-class team of cardiologists, nurses and technicians teach doctors from all over the country about the science and methods behind their approach to cardiac medicine. TGMC's three cardiac catheterization suites have all been updated with the Toshiba Infinix digital technology. In addition to increased safety for both the patients and staff members, the technology provides better patient outcomes, less radiation exposure, and provides physicians with better image quality for diagnosis and treatment.
- In late 2017, TGMC will be surveyed by the internationally recognized Society of Cardiovascular Patient Care (SCPS) for re-designation from 2014 which awarded TGMC the highest level of accreditation joining an elite group of hospitals in the world who have achieved this distinct designation. South Louisiana has the one of the highest incidences of heart disease in the nation, therefore knowing where the nearest accredited chest pain center is, the greater the chance of survival.
- According to the Louisiana Department of Health and Hospitals, TGMC ranks 5th in the state for the highest numbers of babies delivered each year. The staff of the Women's Health Center is committed to providing exceptional healthcare with compassion to the women of our community, during this special time in life as well as throughout a woman's life. In 2014, TGMC was designated a Baby-Friendly birth facility by Baby-Friendly USA. TGMC is the only hospital in the region to achieve this prestigious international designation and only the second hospital in the state of Louisiana to be recognized. The Baby-Friendly USA designation recognizes hospitals and birthing centers that offer an optimal level of care for infant feeding and mother/baby bonding.
- TGMC offers a Level III Neonatal Intensive Care Unit (NICU) and provides a higher level of care to infants born pre-term (less than 37 weeks of gestation) or with medical problems without transporting the infant to another facility.
- TGMC is home to a state-of-the-art MRI Caring Suite to enhance the quality of the patient experience. The world-class MRI suite features a GE Optima MR450w 1.5T MRI machine. The technology of the MRI provides clearer images while also increasing patient comfort. The MRI also features acoustic reduction technology that is able to reduce noise for all MRI exams without compromising image quality. The silencing feature helps reduce patients' anxiety during scans.
- The Diabetes Management Center in the TGMC Healthy Lifestyles Center provides information, training, education, and support services for diabetes patients living in

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southeast Louisiana. The Center also partners with community organizations like the Terrebonne Parish School Board to help them empower employees to take control of their health.

- In 2014, TGMC opened the Community Sports Institute to impact future generations through the promotion of healthcare education and disease prevention, along with athletic injury prevention and post care. The focus of this initiative is to go into the school system, beginning at the elementary level and throughout high school, to teach health education through knowledgeable healthcare professionals and physicians, and to promote healthy habits and choices. The Community Sports Institute and the Certified Athletic Trainers have been recognized by the Houma-Terrebonne Chamber of Commerce for volunteer contributions and service to the Terrebonne parish community. Every local school has a dedicated Athletic Trainer; annual EKGs are offered to athletes as well as concussion testing prior to and following an injury.
- TGMC's Health and Rehabilitation Center was the first in the region to receive an accreditation for its stroke specialty program by the Commission for Accreditation of Rehabilitation Facilities (CARF). With this designation, TGMC is one of six such facilities in the entire state.

Our Community



Terrebonne Parish

The Parish of Terrebonne consists of approximately 113,220 people (75% urban, 25% rural) as compared to 4,670,724 in Louisiana. Land area is 1,255 sq. miles with a water area of 825 sq. miles. The City of Houma is the hub for the parish's consolidated government and financial epicenter. It draws its highly skilled workforce and business from a four parish region which consists of approximately 276,417 people. The population density is 90.8 people per square mile. Races in Terrebonne Parish include:

- White Non-Hispanic 71.5%
- Black Non-Hispanic 19%
- American Indian and Alaska Native 5.8%
- Hispanic or Latino 5.2%
- Two or more races 2.4%
- Asian 1.2%

The median resident age is 35.2 years as compared to the Louisiana median age of 36 years. Males comprise 49.5%, females 50.5% of the population. Average household size is 2.78 people with an estimated median household income in 2015 of \$47,826. Births per 1,000 population from 2007 to 2014 were 15.2. Deaths in the same time period were 8.8.

Health of residents in Terrebonne Parish according to www.countyhealthrankings.com:

- 20% of residents are in poor or fair health. This is less than average.
- 40% of residents are considered obese. This is 5% more than the state average.
- 20% of residents are smokers. This is less than the state average.
- 21% of residents engage in excessive drinking. This is 2% more than the state average.
- 67% of residents engage in exercise regularly. This is less than the state average.

Community Resources

Terrebonne Parish is home to two major medical centers; Terrebonne General Medical Center (TGMC) and Leonard J. Chabert Medical Center, now joined in a public-private partnership with TGMC. A privately owned Physician's Medical Center and Gulf Coast Surgical Center also serve the community. A long-term care facility, four nursing homes, as well as three assisted living facilities provide services in Terrebonne parish.

The TGMC staff works closely with area healthcare providers to ensure that the people in our parish have information concerning the resources that are available to them; if the need arises. Listed on Table 2 are local area healthcare resources such as: home health vendors, hospice agencies, durable medical equipment providers, dialysis, nursing homes and assisted living facilities that are available in Terrebonne Parish and the surrounding areas.

TGMC also supports three local causes through the annual Employee Giving Campaign. In 2016, TGMC employees pledged a total of over \$57,000 to The Foundation for TGMC, Mary Bird Perkins TGMC Cancer Center and the United Way for South Louisiana. By partnering with

the United Way, TGMC can help to meet the social health needs of our community. Some of the agencies that TGMC supports are Terrebonne Council on Aging, St. Vincent de Paul Pharmacy, and the Good Samaritan Bank. A complete listing of United Way Agencies that TGMC supports is included in Table 3 in the appendix of this report.

Project LEAD

For eighteen years, TGMC has been partnering with the Terrebonne Parish District Attorney's Office to reach the youth in our community with Project LEAD. Project LEAD (Legal Enrichment and Decision-Making) is a joint effort with the District Attorney's Office and in cooperation with the Terrebonne Parish School Board. This program is designed to help students recognize and analyze potential consequences of the difficult decisions they face during adolescence and beyond. By focusing on peer pressure, self-esteem, and responsibility, Project LEAD gives students the tools necessary to avoid many of the pitfalls and traps that often lead to delinquent conduct, criminal activity and unhealthy lifestyles. Project LEAD is also designed to assist our youth in making prudent and healthy decisions enabling them to become more productive members of our community.

Members of the TGMC staff visit all 5th grade students in Terrebonne Parish schools twice annually during the school year to role play scenarios that teach valuable lessons to promote cancer prevention, concussion awareness, nutrition, fitness, heat and hydration, good decision making skills about healthy lifestyles, avoiding peer pressure and setting good leadership examples. Stories are role played in a manual that showcase patterns in which characters approach various moral crossroads. These stories are designed to illustrate how easy it can be to make unhealthy decisions without even being aware of it. Students read aloud the parts of these scenarios, thus providing a basis for interesting discussion. TGMC is proud to be a part of Project LEAD.

Team Terrebonne



In addition, there are many agencies in which TGMC partners with the Team Terrebonne initiative. Team Terrebonne serves as a community resource that not-for-profit agencies in our community can count on to provide volunteer services to their agencies. TGMC is committed to giving back to our community, and sponsors many local community events. Team Terrebonne volunteers are also dedicated to our community and have assisted many local organizations each year by providing volunteer assistance at fundraising events.

Team Terrebonne is comprised of civic-minded employees, administrators, physicians, board members and volunteers of Terrebonne General Medical Center who are dedicated to improving quality of life and promoting healthy lifestyles in our community. Team Terrebonne members seek to lead by example and to use their energies, talents and compassion to make our area Louisiana's best place to live, work and raise our families.

Since its inception in 2007, 677 Team Terrebonne volunteers have participated in 237 events and have volunteered a total of 14,011 hours in an effort to make Terrebonne Parish the best place to live, work and raise a family. Each year a Team Terrebonne volunteer recognition luncheon is held to recognize our employees that participate in the program.

The agencies that TGMC partners with through Team Terrebonne include:

- Louisiana Organ Procurement Agency (LOPA)
- Cooper Life Fund
- Southdown Museum
- Mary Bird Perkins TGMC Cancer Center
- The Foundation for TGMC
- American Heart Association
- The Haven
- CASA
- American Cancer Society
- Bayou Region Habitat for Humanity
- Terrebonne Foundation for Academic Excellence (TFAE)
- ALS Association
- Alzheimer's Association
- Girls on the Run Bayou Region
- Houma-Terrebonne Downtown Development Corporation
- South Louisiana Wetlands Discovery Center
- Roux for a Reason
- Best of the Bayou Festival

Sudden Impact

Terrebonne General Medical Center (TGMC) partners with Louisiana State Police (LSP) in an interactive educational program, Sudden Impact Louisiana. Sudden Impact provides testimony from medical professionals, law enforcement, accident victims, and victims' families on the ramifications of driving while distracted. Sudden Impact aims to educate students beginning at the high school sophomore level on making good decisions while driving. Through a grant from the Foundation for TGMC every high school student in Terrebonne Parish is able to attend the Sudden Impact program held on the TGMC campus.

Survey Design and Methodology

Assessment Infrastructure

Having performed several community health needs assessments over the past twenty years, it was thought the most appropriate methodology was to perform a similar community based survey. This method would not only provide updated information regarding the perception of health needs by a broad scope of community members, but also provide a comparative study to past information to determine the effectiveness of past actions and note improvements in areas of focus over the past decade. Information from other various studies, community data, and resources were also used to gauge the current situation of health within Terrebonne Parish. As in previous years, the study was administered through Strategic Market Research, LLC, and the Marketing Department of TGMC. The goal of the research was to provide an in-depth understanding of the healthcare needs and preferences of Terrebonne Parish residents and surrounding areas, including Lafourche Parish and East St. Mary Parish. See Table 5 in the appendix for the complete survey questionnaire.

The specific research objectives of the study are as follows:

- To identify the medical conditions and concerns of primary importance to area residents.
- To determine incidence rates for various chronic illnesses (i.e., heart disease, cancer, diabetes, etc.).
- To identify the common barriers encountered by community residents in their efforts to access healthcare services.
- To determine utilization patterns of local residents (i.e., men, women, and children) for preventive healthcare services (i.e., colorectal cancer screening, mammogram, Pap smear, immunizations, etc.).
- To understand consumer/physician relationships in terms of physician utilization patterns.
- To determine the extent to which local residents are out-migrating to surrounding areas for physician services.

Sample Design and Data Collection

Telephone interviewing was carefully managed with all calls fully supervised and monitored. An initial briefing of the interviewing team was conducted in order to ensure that all survey procedures were fully understood and properly implemented. In addition, a pretest was conducted and carefully monitored. Interviewing was conducted in March/April 2017. A total of 400 interviews were completed. 300 of the respondents were from Terrebonne Parish (Areas 1-3) and 100 were from Lafourche and St. Mary Parishes (Areas 4-7). The specific zip codes in each area include:

Survey Design and Data Collection	
AREA 1	City of Houma (70360; 70363; 70364)
AREA 2	South Terrebonne (70343; 70344; 70353; 70377; 70397)
AREA 3	North Terrebonne (70352; 70356; 70359; 70395)
AREA 4	North Lafourche (70301; 70371)
AREA 5	Central Lafourche (70355; 70374; 70375; 70394)
AREA 6	South Lafourche (70345; 70354; 70357; 70358; 70373)
AREA 7	East St. Mary (70340; 70342; 70380; 70381)

Data Analysis

A random sample of 400 respondents results in an error factor of $\pm 4.9\%$ at a 95% level of confidence (for results about 50%). The following key variables were used extensively for cross-tabulation analysis:

- **Area of Residence** – The sample includes three parishes: Terrebonne, Lafourche and St. Mary.
- **Age** – Almost four out of ten respondents are under 45 years of age (18 to 34 years=16% and 35 to 44 years=18%), while six out of ten respondents are 45 years and older (45 to 54 years=21%; 55 to 64 years=26%; and 65 years and older=18%).
- **Family Status** – Over six out of ten respondents are currently married (62%), while about two out of ten have previously been married (18%). Over one out of ten respondents have never been married (15%).
- **Type of Health Coverage** – Over half of the respondents have private health insurance (51%). About three out of ten respondents have some type of government coverage (33%) which is significantly higher than in 2012 (up 6%). In addition, a significantly lower percent have no insurance/self-pay (12% down from 19% in 2012). One out of ten respondents are covered by Medicaid (10%).

- **Level of Education** – Approximately half of the respondents have a high school education or less (49%). Over two out of ten respondents have some college or vocational/technical training (23%), while an equal percentage are college graduates (23%).
- **Annual Household Income** – Four out of ten respondents have an annual household income under \$50,000 (40%), while over three out of ten respondents earn \$75,000 and over (30%). About two out of ten respondents refused to disclose their annual household income (15%).
- **Ethnic Origin** – Eight out of ten respondents are white (80%), while two out of ten respondents are non-white (20%).
- **Gender** – About six out of ten respondents are female (62%), while four out of ten respondents are male (38%).

Characteristics of the Terrebonne Parish Sample Over Time

	2006	2007	2012	2017
	%	%	%	%
Area of Residence				
City of Houma	63	64	64	68
South Terrebonne	19	18	18	18
North Terrebonne	18	18	18	14
Age				
18 to 34 years	18	19	19	16
35 to 44 years	20	19	20	18
45 to 54 years	23	23	22	21
55 to 64 years	19	19	20	26
65 years and older	19	19	18	18
Refused	1	1	1	1
Family Status				
Currently married	64	66	61	62
Previously married	23	20	21	18
Never been married	12	10	14	15
Refused	1	4	4	5
Type of Health Coverage				
Private health insurance	51	56	52	51
Government options	27	23	26	33*
Not insured/self-pay	18	18	19	12*
Refused	4	3	3	3
Level of Education				
High school graduate/less	50	51	52	49
Some college/vo-tech	24	22	18	23
College graduate/plus	25	24	25	23
Refused	1	3	5	5
Total	100	100	100	100
N=	400	400	400	400

*Denotes a significant difference from the previous study.

Characteristics of the Terrebonne Parish Sample Over Time

	2006	2007	2012	2017
	%	%	%	%
Annual Household Income				
Under \$25,000	n/a	n/a	20	27
\$25,000 to \$49,999	n/a	n/a	16	13
\$50,000 to \$74,999	n/a	n/a	13	14
\$75,000 to \$99,999	n/a	n/a	12	11
\$100,000 and over	n/a	n/a	18	19
Refused	n/a	n/a	21	15
Ethnic Origin				
White	86	83	79	80
Non-white	14	17	21	20
Gender				
Male	51	50	42	38
Female	49	50	58	62
Total	100	100	100	100
N=	400	400	400	300

Five major health categories were used to identify and assess health needs. The categories include:

- Preventive Healthcare
- Lifestyle Choices
- Primary Health Concerns
- Physician Utilization Patterns
- Healthcare Awareness

Key Findings of the Survey

The following represents guidelines and potential targets for improving the length and quality of life in the community, based on the information gathered through this assessment of community health and the guidelines set forth in *Healthy People 2020* (U.S. Department of Health and Human Services). The main conclusions and supporting research findings are summarized as follows.

Preventive Healthcare

In Terrebonne parish, it is important to continue the efforts to provide preventive health services to area residents. Continuing the high utilization of such health services should remain a major priority. Terrebonne Parish residents continue to achieve the following *Healthy People 2020* goals: annual physician checkups; blood pressure checks within 2 years; cholesterol checks within 5 years; and children's immunizations. Annual physician checkups for children should be targeted for improvement.

Terrebonne Parish falls short of the *Healthy People 2020* goal for influenza and pneumonia vaccinations of residents 65 and older. However, a significant improvement was achieved over the past five years.

Seven out of ten respondents indicate knowing how to perform CPR; but, less than one in ten residents have participated in community health screenings or attended health education classes.

Key Findings:

- High percentage of Terrebonne adult residents have annual doctor appointments. Over eight out of ten residents have had a visit within the past year (85%).
- High percentage of Terrebonne residents have had blood pressure checks and cholesterol checks. *Healthy People 2020* would like to have 93 percent of adults over 18 years of age check their blood pressure within the last two years. Similarly, the target for cholesterol checks is 82 percent within the last five years. The results for blood pressure checks exceed the goal in the Terrebonne area (97%), while the results for cholesterol checks exceed the goal (88%).
- Increase the number of residents 65 and older get their recommended vaccinations. The target for vaccination against influenza (annual) and pneumonia (lifetime) is 90 percent of non-institutionalized adults aged 65 years and older. Terrebonne area residents fall below this target (flu shot=76%-up13% and pneumonia vaccination=73%-up 11%).
- Lower percentage of Terrebonne youth have annual doctor appointments. Almost eight out of ten children under 18 years have had a doctor visit within the past year (76%-down 10%).
- Terrebonne parents have met the goal for vaccinating their children. *Healthy People 2020* has set a target of 95 percent for universally recommended vaccines among young children. The vaccination levels reported by Terrebonne parents currently exceed the goal (96%).
- Performing CPR – Almost seven out of ten Terrebonne residents know how to perform CPR (69%).
- Participate in Community Health Screenings – Only one out of ten respondents have participated in community health screenings (8%).
- Attend Community Health Education Classes – Only one out of ten respondents have attended community health education class (9%).

Lifestyle Choices

Area residents often do not adequately understand the direct or indirect impact their lifestyle choices have on their health. Terrebonne residents need to be educated about how to make better lifestyle choices to improve their health and quality of life. More specifically, Terrebonne residents need to be encouraged to quit smoking and lose weight.

Once again, Terrebonne Parish residents did not meet the *Healthy People 2020* goals for smoking and attempts to quit smoking. Terrebonne Parish exceeds the recommended limit for being overweight & obese (74%).

Key Findings:

- Too many Terrebonne adults smoke. The goal of *Healthy People 2020* is to reduce cigarette smoking among adults 18 years and older to 12 percent. The incidence of cigarette smoking among Terrebonne residents exceeds the recommended goal (22%-down 6%). In addition, *Healthy People 2020* would like to see 75 percent of current smokers stop smoking for 1 day or longer. Attempts to quit smoking among Terrebonne residents fall below the goal by 14 percent (61%).
- Too many Terrebonne residents are obese. *Healthy People 2020* has set a target of 35 percent for the proportion of adults who are at a healthy weight. Currently, only 26 percent of Terrebonne residents are at a healthy weight, which falls short of the goal by 9 percent. In addition, an objective of *Healthy People 2020* is to have no more than 30 percent of adults who are classified as obese. Currently, 33 percent of Terrebonne residents are obese, which exceeds the recommended limit by 3 percent.

Primary Health Concerns

Heart disease and cancer remain the leading causes of death in Terrebonne parish. Therefore, community-wide efforts to reduce the risks for and promote the early detection of these diseases need to be continued.

Terrebonne Parish residents are achieving *Healthy People 2020* screening & goals regarding heart & cancer measures tested in the survey: cardiac screening; women getting mammograms past 2 years; Pap smear past 3 years; men's prostate Cancer screening; and colonoscopy testing.

Key Findings:

- Most Important Medical Concern – Heart disease/stroke and cancer are the greatest health concerns of area residents. Indeed, almost two out of ten respondents mentioned heart disease/stroke (22%-up 6%), cancer (15%-up 3%), and diabetes (16%-up 7%) as the main health concerns for themselves and their family members.
- Perceived Community Medical Problems – A majority of Terrebonne parish residents perceive the following to be a major health risk: Cancer (69%), diabetes (64%), smoking (58%), heart disease (55%) and obesity (52%).

- Increase the number of women getting regularly mammograms. Since early detection and treatment offer women the best chance for survival of breast cancer, it is very important that mammograms be performed regularly. Therefore, *Healthy People 2020* has set a target for 74 percent of area women 18 years of age and older to have a mammogram within the last two years. Currently, Terrebonne residents fall short of that goal, as 68 percent of local women over the age of 18 have had a mammogram in the last two years.
- More Terrebonne women 18 years and older need to get a Pap smear, and need to be getting them on a more frequent basis. The percentage of Terrebonne women who have ever had a Pap smear (95%) almost meets the *Healthy People 2020* goal of 97 percent.
- Colonoscopy – Over half of the residents 50 years and older have previously had a colorectal cancer screening (62%) in the past 5 years. While this falls short of the target *Healthy People 2020* Goal of (71%), it is significantly higher than in 2012.
- Men – Prostate Cancer Screening – Six out of ten male Terrebonne respondents over the age of 40 have been screened for prostate cancer (60%).
- Cardiac Screening – Almost half of the respondents have participated in cardiac screenings (47% - up 7%).
- Heart Attack Warning Signs – Almost four out of ten respondents identified arm numbness (38%) and chest pain as an early warning sign of a heart attack (36%).
- Stroke Warning Signs – Approximately four out of ten respondents mentioned chest pain (37%) as the key warning sign of a stroke, while about one out of ten respondents mentioned slurred or slow speech (16%), and face appearance (6%) because of a stroke.

Physician Utilization Patterns

Access to quality physician care is a strong determinant of the overall health of a community. Over the past five years, a greater number of residents are using local physicians and households are developing a larger number of physician relationships has remained stable. The one exception is the higher utilization of non-Terrebonne neurologist.

Key Findings:

- Use of Outside Physicians – Over three out of ten Terrebonne respondents have traveled outside their local market to obtain medical care from a doctor (34%).
- Type of Physician Used in Outside Area – Almost two out of ten respondents who traveled outside of their local area visited a neurologist (17%). Terrebonne residents were also likely to have visited the following non-local physicians: family physician (13%); orthopedist (9%); pediatrician (8%); and oncologist (7%).
- Physicians Access Problems – Only four percent of area residents report any issues with accessing physician care (4%).
- Most Needed Physician – When asked which type of physician is most needed in the community, three out of ten respondents mentioned family physicians (31%). About one in ten residents expressed a need for additional cardiologist (11%).

Addressing Identified Needs

Results from this survey were shared and discussed with the TGMC Executive Team, the TGMC Quality Committee of the Board of Commissioners and the TGMC Medical Executive Committee (MEC). Each group represents broad interests of the community in which TGMC serves. (See Table 4). The main health concerns identified in the 2017 Community Health Needs Assessment were:

- Obesity
- Diabetes
- Cancer
- Heart Disease/Stroke
- Smoking

TGMC currently offers programs and services to address the identified needs of our community. As they relate to the top five health concerns listed by hospital facilities, services as described below are in effect to address these needs:

Obesity

- The Weight Management Program at TGMC is a comprehensive weight loss method that offers clients a life-changing solution to attain an ideal weight. Our team consists of a Registered Dietitian, Nutrition Coach, and Health Coach. The professional staff assists clients in making smarter nutritional choices for their personal health needs. Clients are monitored weekly to ensure personal weight loss goals are successfully achieved. Based on the clients' needs and goals, they can choose one of our two specialized programs:
 - Weight Loss for Wellness
 - Ideal Protein



- The TGMC Food and Nutrition Department offers healthy menu choices in our cafeteria daily.

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- To address wellness in the workplace, TGMC developed Wellness for Life, a program focused on helping businesses get employees on the right track to better health leading to more productive work days. Healthy lifestyle experts evaluate employees' health risks and provide specific solutions and resources to the employee and company once the risks are identified. Screenings include blood pressure checks, a glucose screening, body composition analysis on an In-Body 230 scale and a full lipid panel.



- Wellness for Life also conducts regular Lunch-n-Learn programs internally at TGMC and in the community. Topics covered include: Eating Healthy on the Go; Stress Management; Fitting Exercise into the Workday.
- There are two fitness centers on campus at TGMC, the Sports Performance Training Center and Workout 360. Workout 360 is a traditional, full service open gym. The Sports Performance Training Center is a more specialized facility, with one-on-one and small group training with a focus on improving specific skills or performance.



- TGMC & Cardiovascular Institute of the South (CIS) host the Heart and Soles Half Marathon and 5K annually to encourage healthy lifestyles through walking and running as exercise.

- TGMC also sponsors many organizations' 5K run/walk events and provides Team Terrebonne Volunteers:
 - Louisiana Organ Procurement Agency (LOPA) –Marsh Mad Dash
 - Cooper Life Fund – Super Cooper 5K
 - American Heart Association Over and Under Tunnel Run
 - American Cancer Society's Relay for Life
 - TFAE 5K Run For Excellence
 - Girls on the Run Spring 5K and Reindeer Run
 - Walk to End Alzheimer's
 - Walk like MADD (Mothers Against Drunk Driving)
- TGMC has established a community partnership with Cannata's grocery store called "The Healthy Team" to teach smart grocery shopping and add features to the shelves that make it easy to make healthy choices. A registered dietitian from the TGMC Healthy Lifestyles Center is also available to lead tours at Cannata's to teach smart shopping. Educational information feature a Super Food of the Month along with recipes is provided for distribution to grocery store shoppers.
- The TGMC Healthy Lifestyles Center has hosted the annual Kids Fit Fair for three consecutive years. The free event targets children ages 5 – 12 and provides a fun and safe interactive environment for kids to learn about healthy eating and staying active.
- TGMC is in the development stages of a partnership with the Houma Terrebonne Chamber of Commerce and the Region Three Department of Health and Hospitals that will focus on decreasing obesity rates in our parish.

Diabetes

- The Diabetes Management Center at TGMC is accredited by the American Diabetes Association. The Diabetes Management Center's signature program is Cruise to Diabetes Control, which is designed to combat diabetes and to teach those diagnosed with it how to live a productive active life. Classes are offered monthly.



- The Diabetes Management Center at TGMC has partnered with the Terrebonne Parish School Board, and coordinates a custom program specifically for all Terrebonne Parish School Board employees living with diabetes. The program has been well-received and successful in teaching patients how to lead a healthy lifestyle and manage the condition wisely.

Cancer

- In 2008 Terrebonne General Medical Center (TGMC), Cancer Care Specialists (CCS) and Mary Bird Perkins Cancer Center (MBP) partnered to develop a comprehensive cancer program on the TGMC campus. This partnership provides access to full-service, high-quality cancer care to a growing population in Terrebonne Parish and surrounding parishes.
- Today, Mary Bird Perkins TGMC Cancer Center provides the full continuum of cancer care, from prevention and early detection to diagnosis, treatment, recovery and survivorship for those in the Southeast Louisiana. Services include chemotherapy, radiation therapy and surgery, as well as patient navigation, clinical trials and free community cancer screenings. The Cancer Center is nationally accredited with commendation and recognized for excellence in cancer care by the American College of Surgeons Commission on Cancer and the gold standard in cancer care and the Quality Oncology Practice Initiative (QOPI). In 2016, MBPTGMCCC was the recipient of the Press Ganey Guardian of Excellence Award for Patient Experience.



- Based on the finding of this survey and from a grant made possible by the Baton Rouge Foundation in 2013, the Early Bird mobile medical clinic operates actively in our community, promotes early detection and averages 33 FREE cancer screenings in the region every year. Screenings offered are for breast, colorectal, skin, prostate and oral cancer.
- In early 2017 alone (January-July) over 200 people were screened for various cancers, and 5 cancers were detected.
- Every September, a prostate cancer screening is held in recognition of Prostate Awareness to target men and provide FREE PSA screenings. Each year there are over 200 men in attendance.

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- In February, TGMC hosts the annual Ladies Love Your Heart Luncheon. There is a health fair held in the lobby prior to the luncheon, and the TGMC staff is present to educate women in attendance of the importance of scheduling regular mammograms and to share information on the newest technology available.

Heart Disease & Stroke

- A cardiovascular screening is held annually from proceeds generated by the Houma Heart and Soles Half Marathon and 5K. The screening is FREE of charge and includes a combination of an EKG, carotid ultrasound or an Ankle Brachial Index (ABI), cholesterol screening, blood pressure and a body composition analysis on an InBody 230 scale. Proceeds to provide these screenings are provided from the annual Heart and Soles Half Marathon and 5K. In 2016, 85 people were screened at the event, and 12 had underlying issues that were detected and escalated for further testing.



Date	Location
June 23, 2011	CIS
July 26, 2011	CIS
June 20, 2012	CIS
June 13, 2013	CIS
June 12, 2014	CIS
July 25, 2015	TGMC
August 27, 2016	CIS
August 26, 2017	CIS

- Annual participation in American Heart Association Over and Under Tunnel Run for over 20 years. Below are the most recent dates of TGMC participation via sponsorships, providing volunteers and a healthy food option (fruit) for the race.

Date	Location
March 10, 2007	Municipal Auditorium
March 15, 2008	Municipal Auditorium
April 4, 2009	Municipal Auditorium
March 13, 2010	Municipal Auditorium

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April 9, 2011	Municipal Auditorium
April 14, 2012	Municipal Auditorium
April 6, 2013	Municipal Auditorium
April 5, 2014	Municipal Auditorium
March 21, 2015	Municipal Auditorium
March 19, 2016	Municipal Auditorium
March 18, 2017	Municipal Auditorium

- TGMC partners with Ochsner Health System to provide a telemedicine stroke program for 24/7/365 access to neurology specialists to improve access to advanced neurological diagnosis and interventions.
- TGMC has improved acute care protocols for our patients using evidenced based practices to manage care of patients with acute stroke symptoms inside the hospital to address community needs.
- TGMC participates and has been recognized with the Gold Plus award by the American Heart Association in the “Get with the Guidelines” education program to improve patient management inside the hospital through collaboration and monitoring of patient outcomes.
- TGMC has stroke education focused materials via the website and printed materials such as brochures and educational programs that will be offered throughout the year to educate our community about the signs and symptoms of a stroke and the importance of seeking medical attention immediately.
- *To Your Health* is an educational TV program produced by TGMC that addresses the warning signs and symptoms of a stroke on a regular basis to educate our community. *To Your Health* is also on You Tube and www.tgmc.com.

- Frequent posts on TGMC's Facebook, Twitter and Instagram will also educate our community about the warning signs for stroke and the importance of getting to the hospital emergency department immediately. Also, a stroke risk assessment is located on the TGMC website at: www.tgmc.com/stroke
- TGMC has a designated Population Health Nurse leading the new Clinical Decision Unit. This unit closely monitors congestive heart failure patients and allows them to recover at home under close daily contact. This unit also partners with CIS to host monthly congestive heart failure support group meetings for patients, their families and caregivers.
- Every February, TGMC hosts the ladies Love Your Heart Luncheon. The event features a presentation by a cardiologist, a heart healthy meal prepared by the TGMC executive chef and an educational health fair with health screening options available.

Smoking

- Mary Bird Perkins TGMC Cancer Center offers *Geaux Free*, a smoking cessation program.
- TGMC is 100% tobacco free and is proud to be a designated WellSpot by the Louisiana Department of Health and Hospitals.
- TGMC partners with, promotes and refers to the smoking cessation program at Cardiovascular Institute of the South.
- Smoking cessation programs are promoted at numerous TGMC events, including the annual Cardiac Screening event and the Ladies Love Your Heart Luncheon.

Summary of Survey Goals

Main health concerns identified in the 2017 Community Health Needs Assessment were:

- Obesity
- Diabetes
- Cancer
- Heart Disease/Stroke
- Smoking

I. Preventive Healthcare

- A. Basic Preventive Healthcare – ACHIEVED
- B. Flu and pneumonia vaccinations for 65+ population needs improvement.
 - a. The new Well & Wise older adult program at TGMC will be utilized to educate and explore the possibility of administering vaccines within the program.
- C. Less than one in ten residents report participating in community screenings. TGMC will continue to promote free screening events and health fairs on all advertising media available to us. The Foundation for TGMC is also fundraising for a mobile unit that has the potential to make community screenings even more accessible.
- D. TGMC held the first annual Baby Bash to educate and inspire expecting moms, new parents and parents of young children. Education topics include proper nutrition, exercise, and safe sleep.
- E. Only eight out of ten children are receiving annual physician checks. This will be addressed through further education at appropriate events including Kids Fit Fair, Baby Bash, and Summer Fun Kids Day.

II. Lifestyle Choices

- A. Too many Terrebonne parish residents are obese. Efforts will continue to provide Weight Management services, promote fitness and support other community initiatives that encourage leading healthier lives.
- B. Too many Terrebonne parish residents smoke. Efforts will continue to promote the smoking cessation programs available in the community.
- C. Partnership with Houma Terrebonne Chamber of Commerce to form a coalition to address the obesity epidemic in our parish.

III. Primary Health Concerns

- A. Increase the percentage of residents 65+ who receive flu and pneumonia vaccinations
- B. Increase mammograms for women 40 years and older through Early Bird mobile unit screenings and education at the Ladies Love Your Heart Luncheon.
- C. Increase colorectal cancer screenings on the Early Bird mobile unit.
- D. Increase awareness for warning signs and symptoms of stroke through To Your Health and tgmc.com. A stroke risk assessment is located at www.tgmc.com/stroke.

IV. Physician Utilization Patterns

- A. Three out of ten residents reported needing more family physicians. Since the 2012 survey, 9 new family practice and internal medicine physicians have been added to the TGMC medical staff. Continued efforts to recruit additional family physicians to TGMC.

V. Healthcare Awareness

- A. Increase participation in community health screenings by adding a second Early Bird that will be housed in Terrebonne Parish for Terrebonne residents.
- B. The Internet serves as a communication vehicle. Enrich the TGMC website content by continuing to provide risk assessments for stroke and heart attack. Include additional education through social media content and posts and *To Your Health* segments
- C. TGMC is re-applying for Chest Pain Accreditation in late 2017. EHAC educational materials are regularly distributed at community events.
- D. Continue focus on community education through various support groups and classes at the hospital. Classes and groups include: Parkinson's Support Group, Nosotros Cancer Support Group, Breastfeeding Class, Prepared Childbirth Class, and more.

In conclusion, TGMC has developed strategic initiatives as defined above to address the main health concerns as identified in the findings of this survey. These initiatives are further described in the strategic and operational plans of the organization and in the commitment of resources and technology to address the major health concerns identified in the community. TGMC has partnered and will continue to partner with community health, businesses and social organizations within the parish to provide healthcare services to all people within the service district as defined in our mission and vision statements.

Table 1. Terrebonne Parish Quick Facts

People Quick Facts	Terrebonne Parish	Louisiana
Population, 2016 Estimate	113,220	4,681,666
Population, 2010	111,860	4,533,372
Persons under 5 years, percent, 2016	7.2%	6.6%
Persons under 18 years, percent, 2016	25.8%	23.8%
Persons 65 years and over, percent, 2016	13.4%	14.4%
Female persons, percent, 2016	50.7%	51.1%
White persons, percent, 2016 (a)	71.3%	63.2%
Black persons, percent, 2016 (a)	19.1%	32.6%
American Indian and Alaska Native persons, percent, 2016 (a)	5.9%	0.8%
Asian persons, percent, 2016 (a)	1.1%	1.8%
Native Hawaiian and Other Pacific Islander persons, percent, 2016 (a)	0.1%	0.1%
Persons reporting two or more races, percent, 2016	2.5%	1.6%
Persons of Hispanic or Latino Origin, percent, 2016 (b)	5.2%	5.0%
White persons not Hispanic, percent, 2016	66.9%	59.0%
Living in same house 1 year & over, percent, 2011-2015	86.2%	86.3%
Foreign born persons, percent, 2011-2015	3.5%	4.0%
Language other than English spoken at home, percent age 5+, 2011-2015	9.6%	8.5%
High school graduate or higher, percent of persons age 25+, 2011-2015	77.1%	83.4%
Bachelor's degree or higher, percent of persons age 25+, 2011-2015	13.7%	22.5%
Veterans, 2011-2015	5,835	281,989
Housing Units, 2016	45,035	2,036,975
Persons without health insurance, under 65	17.5%	13.8%
Total employment, percent change, 2014-2015	-2.3%	0.4%

Terrebonne Parish QuickFacts from the US Census Bureau.

<https://www.census.gov/quickfacts/fact/table/terrebonneparishlouisiana,LA/POP715215#viewtop>

Table 2. Community Resources**Home Health Vendors:**

Amedisys Home Health
 1402 St. Charles Street, Ste. 101
 Houma, LA 70360
 (P) 985-872-1955
 (F) 985-580-4233

Bayou Home Care
 232 Civic Center Blvd.
 Houma, LA 70360
 (P) 985-580-2273
 (F) 985-580-2202

Stat Home Health
 6104 West Park Ave.
 Houma, LA 70364
 (P) 985-872-2422
 (F) 985-872-2423

Synergy Home Care
 303 Gabasse Street
 Houma, LA 70360
 (P) 985-223-4321

Terrebonne Home Care
 760 W. Tunnel Blvd.
 Houma, LA 70360
 (P) 985-873-7000
 (F) 985-873-7019

The Medical Team
 4722 Hwy 311
 Houma, LA 70360
 (P) 985-872-6666
 (F) 985-872-3263

Delta Home Health
 209 Bayou Gardens, Ste. S
 Houma, LA 70364
 (P) 985-851-7584
 (F) 985-851-7537

Divinity Home Health
 200 East 6th Street
 Thibodaux, LA 70301
 (P) 985-262-0445
 (F) 985-262-0058

Ochsner Home Health
 4608 Hwy 1
 Raceland, LA 70394
 (P) 985-537-8362
 (F) 985-537-8361

Audubon Home Health
 110 Green Street
 Thibodaux, LA 70301
 (P) 985-446-3288
 (F) 985-446-3289

Hospice Vendors:

Canon Hospice
1221 S. Clearview Parkway, Suite 400
Jefferson, LA 70121
(P) 504-818-2723
(F) 504-818-2723

Haydel Memorial Hospice
1297 St. Charles St. Suite H
Houma, LA 70360
(P) 985-655-1020
(F) 985-655-1023

St. Joseph Hospice
103 Ridgefield Rd.
Thibodaux, LA 70301
(P) 985-447-0095
(F) 985-447-7672

Notre Dame Hospice
1000 Howard Ave, F110
New Orleans, LA 70113
(P) 985-360-0060
(F) 985-360-0061

St. Catherine's Hospice
2701 New Highway 51
Laplace, LA 70068
(P) 985-651-9733
(F) 985-651-1162

Journey Hospice
598 Corporate Drive
Houma, LA 70360
(P) 985-223-1865
(F) 985-223-1863

Hospice of South Louisiana
205 Bayou Gardens Blvd. Suite E
Houma, LA 70364
(P) 985-868-3095
(F) 985-868-3910

Durable Medical Equipment Vendors:

Alumni Medical
120 White Rose Drive
Raceland, LA 70394
(P) 985-532-2229
(F) 985-532-2230

D&M Home Medical
1713 Canal Blvd.
Thibodaux, LA 70301
(P) 985-447-9597
(F) 985-447-9588

Pulmonary Home Care
1302 ½ Barataria St
Houma, LA 70360
(P) 985-853-0082
(F) 985-853-0086

Vie Med
202 N. Luke St. Suite 101
Lafayette, LA 70506
(P) 985-746-3856
(F) 985-746-3857

Breathing Care Supplies
1772 Canal Blvd. A.
Thibodaux, LA 70301
(P) 985-448-2113
(F) 985-448-2114

Lincare/PS Homecare
210 Enterprise Drive
Houma, LA 70360
(P) 985-872-1596
(F) 985-872-1598

Pelican Medical Supply
430 Corporate Dr. Suite A
Houma, LA 70360
(P) 985-655-7877
(F) 985-655-8587

Dialysis Vendors:

Fresenius Medical Center
Central Admissions phone: 866-939-1212
Fax: 866-943-2364

Fresenius Medical Center
800 Point Street
Houma, LA 70360
(P) 985-868-0989
(F) 985-868-5131

Fresenius Medical Center
144 War Horse Place
Houma, LA 70360
(P) 985-876-6304
(F) 985-876-6305

DSI/Davita
108 Picone Rd
Houma, LA 70363
(P) 985-868-8187
(F) 985-879-4639

Reliant Renal Care
707 Grand Caillou Rd
Houma, LA 70363
(P) 985-262-4143
(F) 985-262-4458

Raceland Dialysis Center
4601 Hwy 1
Raceland, LA 70394
(P) 985-537-6962
(F) 985-537-6928

Nursing Homes:

Chateau Terrebonne Health Care Center
 1386 West Tunnel Blvd
 Houma, LA 70360
 (P) 985-872-4553
 (F) 985-872-1803

Maison Deville of Houma
 107 S. Hollywood Rd
 Houma, LA 70360
 (P) 985-876-3250
 (F) 985-873-0046

The Oaks of Houma
 400 Monarch Drive
 Houma, LA 70364
 (P) 985-876-5692
 (F) 985-868-1954

Heritage Manor of Houma
 1701 Polk Street
 Houma, LA 70360
 (P) 985-851-2307
 (F) 985-851-6562

Audubon Guest House
 2110 Audubon Drive
 Thibodaux, LA 70301
 (P) 985-446-3109
 (F) 985-447-5329

The Broadway Elder Living
 7534 Hwy 1
 Lockport, LA 70374
 (P) 985-532-1011
 (F) 985-532-1015

Lafourche Home for the Aged
 1002 Tiger Drive
 Thibodaux, LA 70301
 (P) 985-447-2205
 (F) 985-446-9977

Morgan City Health Care Center
 740 Justa Street
 Morgan City, LA 70380
 (P) 985-384-1726
 (F) 985-385-2353

Patterson Healthcare
 910 Lia Street
 Patterson, LA 70392
 (P) 985-395-4563
 (F) 985-395-6533

Raceland Manor
 4302 Hwy 1
 Raceland, LA 70394
 (P) 985-537-3569
 (F) 985-537-4100

Thibodaux Healthcare Center
 1300 Lafourche Drive
 Thibodaux, LA 70301
 (P) 985-446-1332
 (F) 985-446-1330

Assisted Living Homes:

Homestead Assisted Living
1132 Cottage Drive
Houma, LA 7030
(P) 985-223-4663

Terrebonne Place
1163 Museum Drive
Houma, LA 70360
(P) 985-580-0620

St. Joseph Manor
1201 Cardinal Drive
Thibodaux, LA 70301
(P) 985-446-9050

The Suites at Sugar Mill Point
220 Valhi Blvd.
Houma, LA 703060
(P) 985-868-8400

The Claiborne at Thibodaux
2495 Talbot Avenue
Thibodaux, LA 70301
(P) 985-387-8088

Table 3. United Way for South Louisiana Agencies

TRMC Auxiliary - Cancer Center
L.J Chabert Foundation - Oncology
Mary Bird Perkins TGMC Cancer Center
Cancer Association of South Louisiana
Leonard J. Chabert Foundation Reach Out & Read
Boys & Girls Club of Baton Rouge
Alcohol & Drug Abuse Council
Assumption Arc
Assumption Parish Council on Aging
Bayou Council Behavioral Health Services, Inc.
Boy Scouts, Evangeline Council
Boy Scouts Southeast Council - Bayou District
Catholic Charities of Houma-Thibodaux
Assisi Bridge House
Food Bank – Houma/Thibodaux/Raceland
St. Lucy Child Development Center
Chez Hope, Franklin
Friends of Claire House
Emergency Aid Center
Girl Scouts, Pines to the Gulf
The Haven
Salvation Army
St. Mary Parish Council on Aging
St. Mary Outreach
St. Vincent dePaul Tri-parish Community Pharmacy

Table 4. Survey Review Participants

TGMC Board of Commissioners

Bobby Picou, Chairman
Mike Fakier, Vice Chairman
Robert Alexander, MD
Angelique Barker, CPA
Michael P. Bergeron
Rev. Craig Dalferes
Peter S. Fail, MD
Morris Hebert
Daniel Henry
Bernadette Robinet Pickett
J. Louis Watkins, III

TGMC Medical Executive Committee Members

Dr. Ben Adams, Chief of Staff
Dr. Frederick Rau, Vice-Chief of Staff
Dr. Hector Linares, Medicine Department Chair
Dr. Eric Jukes, Surgery Department Chair
Dr. Erin Pennison, OB/GYN Clinical Section Chair
Dr. Bedford Nieves, Pediatric Clinical Section Chair
Dr. William Ladd, Cardiology Clinical Section Chair
Dr. John L. Steigner, Radiology Clinical Section Chair
Dr. Owen Grossman, Emergency Medicine Section Chair
Dr. Michael Prejean, Credentials Director
Dr. William St. Martin, At-Large, Medicine Department
Dr. Chad Simon, At-Large, Surgery Department

TGMC Executive Team

Phyllis Peoples, President and CEO
Diane Yeates, Chief Operating Officer
Teresita McNabb, Vice President of Nursing Services
Mary Miller, Vice President of Physician Services
Kevin Ghirardi, Vice President of Support Services
Laura Poole, Assistant Vice President of Nursing
Cindy Duet, Assistant Vice President of Organizational Excellence

Patient Advisory Council

Gwen Eaton
Willie Glaze
Kim Guidry
Clyde Hamner
Skipper Korenegay
Dianne Nixon
Blanca Robinson

Quality Committee of the Board

J. Louis Watkins, III, Chairman
Michael P. Bergeron
Peter S. Fail, MD, Cardiovascular Institute of the South
Daniel Henry
Bernadette Robinet Pickett

Survey Report Team

Cindy Duet, Assistant Vice President of Organizational Excellence
Rhonda Alfred, Director, Marketing and Planning
Layne Bordelon, Community Health Coordinator, Marketing and Planning

Table 5. Community Health Needs Survey Tool**2017 COMMUNITY HEALTH NEEDS ASSESSMENT**

Revised Questionnaire – March 3rd 2017

Hello, I am _____ with Strategic Marketing & Research. We are helping one of the local hospitals conduct a research study on the health care needs of Parish residents. This survey is part of a project studying ways to improve the health care and health education services for our community.

[IF NECESSARY, READ]: Your number has been chosen randomly to be included in the study, and we'd like to ask some questions about things that may affect your health. Your answers will be kept completely confidential.

S1 Do you or does any member of your household work for a local hospital?

Yes [THANK & DISCONTINUE]

No

S2 In which parish do you live?

1=Terrebonne Parish

3=St. Mary Parish

2=Lafourche Parish

S3 Are you under or over the age of 65?

1=Under 65 years

0=Refused

2=65 years and older [NOT to exceed 80]

S4 What is your home Zip Code?

AREA 1 – HOUMA [n=]

70360 Houma

70363 Houma

70364 Houma

AREA 2 - SOUTH TERREBONNE [n=]

70343 Bourg

70344 Chauvin

70353 Dulac

70377 Montegut

70397 Theriot

AREA 3 - NORTH TERREBONNE [n=]

70352 Donner

70356 Gibson

70359 Gray

70395 Schriever

AREA 4 - NORTH LAFOURCHE [n=]

70301 Thibodaux

70371 Kramer

AREA 5 - CENTRAL LAFOURCHE [n=]

70355 Gheens

70374 Lockport

70375 Mathews

70394 Raceland

AREA 6 - SOUTH LAFOURCHE [n=]

70345 Cut Off

70354 Galliano

70357 Golden Meadow

70358 Grand Isle

70373 LaRose

AREA 7 - E. ST. MARY [n=]

70340 Amelia

70342 Berwick

70380 Morgan City

70381 Morgan City

1 Personally, which medical problem are you most concerned about for yourself and your immediate family members? [UNAIDED]

- 0=[DO NOT KNOW/REFUSED]
 - 1=alcohol or drug abuse
 - 2=allergies/sinus problems
 - 3=Alzheimer/Parkinson’s
 - 4=arthritis/rheumatism
bronchitis, emphysema)
 - 5=breast disease/breast cancer
 - 6=back problems/chronic back pain
cancer
 - 7=cancer
 - 8=cigarette smoking
 - 9=dermatitis/skin conditions
 - 10=diabetes
 - 11=high blood pressure
 - 12=heart disease
 - 13=lung problems (i.e., asthma,
 - 14=mental or emotional problems
 - 15=prostate problems/prostate
 - 16=weight problems/overweight
 - 99=other, specify:
-

2 I am going to read you a list of various health issues. Please tell me it is a major problem, minor problem or not a problem in your community.

[AUTOMATIC ROTATION a-l]	Major Problem	Minor Problem	Not a big Problem	Not Sure
a. Heart disease	3	2	1	0
b. Cancer	3	2	1	0
c. Smoking	3	2	1	0
d. Diabetes or high blood sugar	3	2	1	0
e. Stroke or chest pains	3	2	1	0
f. Poverty	3	2	1	0
g. Chronic illnesses	3	2	1	0
h. Obesity	3	2	1	0

i. Behavioral or mental health issues	3	2	1	0
j. Lack of physical health	3	2	1	0
k. Alcohol	3	2	1	0
l. Orthopedic problems with bones, joints, or muscles	3	2	1	0

3 What do you believe are the TWO biggest health related problems facing your community? [UNAIDED]

0=[DO NOT KNOW/REFUSED]

99=other, specify:

4 What are the two biggest health concerns for you and your family? [UNAIDED]

0=[DO NOT KNOW/REFUSED]

99=other, specify:

5 When you need medical care, where do you most often go [READ LIST]?

- | | | |
|-------------------------|------------------|----------|
| 0=[DO NOT KNOW/REFUSED] | 3=emergency room | |
| 1=doctor's office | 4=health unit | |
| 2=clinic | 9=other, | specify: |
| <hr/> | | |

6 About how long has it been since you last visited a doctor for a routine checkup?

- | | |
|-----------------------------|---------------------------|
| 0=[DO NOT KNOW/REFUSED] | 4=within the past 2 years |
| 1=never | 5=within the past 3 years |
| 2=within the last 6 months | 6=over 3 years ago |
| 3=within the last 12 months | |

7a In the last 12 months, have you had any trouble getting in to see a doctor?

- | | |
|--------------------------------------|-------------------|
| 0=[DO NOT KNOW/REFUSED] [SKIP TO Q8] | |
| 1=yes | 2=no [SKIP TO Q8] |

7b What was the problem?

- | | |
|----------------------|--------------------|
| 0=[DO NOT KNOW/NONE] | |
| | 99=other, specify: |
| <hr/> | |

8 Which type of physician, if any, do you feel is most needed in your community? [UNAIDED]

- | | |
|---|-----------------------|
| 0=[DO NOT KNOW] | 8=general surgeon |
| 1=family physician/general practitioner | 9=oncologist/cancer |
| 2=internal medicine | 10=cardiologist/heart |
| 3=obstetrician/gynecologist | 11=urologist |

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4=ophthalmologist (eyes)

23=psychiatrist

5=orthopedics

19=allergist

6=ENT-Ear, Nose, Throat

27=neurologist

7=pediatrician

99=other,

specify:

9a In the last two years, have you or has any member of your household traveled outside of your parish to obtain medical care from a doctor?

0=[DON'T KNOW/REFUSED] [SKIP TO Q10]

1=yes

2=no [SKIP TO Q10]

9b Which type of doctor did you use outside of your local area?

0=[DO NOT KNOW/NONE]

8=general surgeon

1=family physician/general practitioner

9=oncologist (cancer)

2=internal medicine

10=cardiologist (heart)

3=obstetrician/gynecologist

11=urologist

4=ophthalmologist (eyes)

12=neurologist/neuro-surgeon

5=orthopedics

13=rheumatologist

6=ENT (Ear, Nose, & Throat)

14=psychologist

7=pediatrician

99=other,

specify:

BASIC HEALTH SCREENINGS/PREVENTIVE HEALTH**10 About how long has it been since you last had your blood pressure checked?**

- | | |
|-----------------------------|---------------------------|
| 0=[DO NOT KNOW/REFUSED] | 4=within the past 2 years |
| 1=never | 5=within the past 3 years |
| 2=within the last 6 months | 6=over 3 years ago |
| 3=within the last 12 months | |

11 About how long has it been since you last had your blood cholesterol checked?

- | | |
|-----------------------------|----------------------------|
| 0=[DO NOT KNOW/REFUSED] | 4=within the past 2 years |
| 1=never | 5=within the past 3 years |
| 2=within the last 6 months | 6= within the past 5 years |
| 3=within the last 12 months | 7=over 5 years ago |

12 During the past 12 months, have you had a flu shot?

- | | |
|-------------------------|------|
| 0=[DO NOT KNOW/REFUSED] | |
| 1=yes | 2=no |

13 Have you ever had a pneumonia vaccination booster?

- | | |
|-------------------------|------|
| 0=[DO NOT KNOW/REFUSED] | |
| 1=yes | 2=no |

14 About how long has it been since you last had a cardiac screening?

- | | |
|-----------------------------|----------------------------|
| 0=[DO NOT KNOW/REFUSED] | 4=within the past 2 years |
| 1=never | 5=within the past 3 years |
| 2=within the last 6 months | 6= within the past 5 years |
| 3=within the last 12 months | 7=over 5 years ago |

15 Have you been screened for osteoporosis by your physician?

0=[DO NOT KNOW/REFUSED]

1=yes

2=no

MEN ONLY SKIP FEMALES RESPONDENTS TO Q17

16 Have you been screened for prostate cancer?

0=[DO NOT KNOW/REFUSED]

1=yes

2=no

SKIP MALE RESPONDENTS TO Q20

WOMEN ONLY

17 A Mammogram is an x-ray of the breast to look for cancer. How long has it been since you had your last breast x-ray, if ever?

0=[DO NOT KNOW/REFUSED]

4=within the past 2 years

1=never

5=within the past 3 years

2=within the last 6 months

6=over 3 years ago

3=within the last 12 months

18 A clinical breast exam is when a doctor, nurse, or other health professional feels the breast for lumps. How long has it been since you had your last breast exam, if ever?

0=[DO NOT KNOW/REFUSED]

4=within the past 2 years

1=never

5=within the past 3 years

2=within the last 6 months

6=over 3 years ago

3=within the last 12 months

19 A Pap smear is a test for cancer of the womb. How long has it been since you had your last Pap smear, if ever?

0=[DO NOT KNOW/REFUSED]

4=within the past 2 years

1=never

5=within the past 3 years

2=within the last 6 months

6=over 3 years ago

3=within the last 12 months

COLORECTAL CANCER SCREENING

20 Are you over 50 year years of age?

1=yes/50+ yrs

2=no/under 50 yrs [**SKIP TO Q22**]

21 A colonoscopy is a standard test used to screen for colorectal cancer. Have you ever had a colonoscopy and if so, when was the last one?,

0=[DO NOT KNOW/REFUSED]

1=never

5=within the past 10 years

2=within the last 1 year

6=over 10 years ago

3=within the last 5 years

CHILDREN'S HEALTH

22 If you have children 18 or younger, I would like to ask you some questions about the health care of one of your children - the child who had the last birthday. How old is that child?

99=[DO NOT HAVE ANY CHILDREN] [**SKIP TO Q26**] 0=less than one year

98=[DO NOT KNOW/REFUSED] [**SKIP TO Q26**] _____ years

23 About how long has it been since that child visited a doctor for a routine checkup?

0=[DO NOT KNOW/REFUSED]

4=within the past 2 years

1=never

5=within the past 3 years

2=within the last 6 months

6=over 3 years ago

3=within the last 12 months

24 Has that child had all of his/her baby shots or school shots that children of his/her age are supposed to have?

0=[DO NOT KNOW/REFUSED]

1=yes

2=no

25 Are any of your children considered overweight for their age?

0=[DO NOT KNOW/REFUSED]

1=yes

2=no

SMOKING ISSUES**26a Currently, do you smoke cigarettes?**

0=[REFUSED] [SKIP TO Q28]

1=yes

2=no [SKIP TO Q28]

26b During the past 12 months, have you quit smoking for one day or longer?

0=[DO NOT KNOW/REFUSED]

1=yes

2=no

26c How likely would you be to participate in a program designed to help you stop smoking? [READ RESPONSES]

5=definitely would

2=not likely

4=very likely

1=definitely not

3=somewhat likely

0=[DO NOT KNOW/REFUSED]

PARTICIPATION IN COMMUNITY OUTREACH PROGRAMS**28 Do you know CPR?**

0=[DO NOT KNOW/REFUSED]

1=yes

2=no

29 In the last 12 months, did you participate in any community health screenings?

0=[DO NOT KNOW/REFUSED]

1=yes

2=no

30 In the last 12 months, did you attend any community health education classes?

0=[DO NOT KNOW/REFUSED]

1=yes

2=no

31 How often do you watch "To Your Health with TGMC" on HTV Channel 10, which is on Wednesday's at 7:15 pm?

0=[DO NOT KNOW/REFUSED]

2=sometimes

1=frequently

3=never

32a Do you know some of the early warning signs and symptoms of a heart attack?

0=No/do not know

99=Other

specify:

32b Do you know some of the early warning signs and symptoms of a stroke?
0=No/do not know

99=Other

specify:

HOSPITAL PERCEPTIONS

34 Considering all the hospitals in your area, which one do you think is clearly the BEST, better than all others? [UNAIDED]

0=[DO NOT KNOW/REFUSED]

<<INSERT HOSPITAL LIST>>

35a Which hospital have you or someone living in your household used most recently? [UNAIDED-DO NOT READ]

0=[DO NOT KNOW/REFUSED]

<<INSERT HOSPITAL LIST>>

35b How long ago was that hospital experience?

0=[DON'T KNOW/BUT HAVE USED] [SKIP TO Q36] 3=within the last two years

4=within the last three years

2=less than one year
Q36]

5=over three years ago [SKIP TO

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35c Overall, would you rate the quality of the care you received at [READ Q34a] as excellent, very good, good, fair, or poor?

- 5=excellent
- 4=very good
- 3=good
- 2=fair
- 1=poor
- 0=[DO NOT KNOW]

HOSPITAL IMAGE RATINGS

36 I would like to know your overall feelings about several area hospitals. After I read the hospital name, please tell me if you would rate the hospital as excellent, very good, good, fair, or poor. If you are not familiar with the hospital, please just say so. How about

[AUTOMATIC ROTATION a-c]	Excellent	Very	Good	Fair	Poor	<i>Unfamil</i>
a. Terrebonne General Medical Center	5	4	3	2	1	0
b. Thibodaux Regional Medical Center	5	4	3	2	1	0
c. Leonard J. Chabert Medical Center	5	4	3	2	1	0

37 In general, if you or any member of your family needed to use a hospital in the future, would you definitely consider, possibly consider, or not consider using...

[AUTOMATIC ROTATION a-b]	Definitely Consider	Possibly Consider	NOT Consider	Do not know
a. Terrebonne General Medical Center	3	2	1	0
b. Leonard J. Chabert Medical Center	3	2	1	0

38 Are you aware that Terrebonne General has a healthy lifestyles center which provides athletic trainers to parish high school, staffs two gyms and offers weight management classes and wellness programs in the community?

- 0=[DO NOT KNOW/REFUSED]
- 1=yes
- 2=no

DEMOGRAPHICS

These last few questions are for statistical purposes only.

39 May I have your age? _____ years

40a Are you covered by health insurance, Medicaid, Medicare, or do you pay for medical expenses yourself?

0=[DO NOT KNOW/REFUSED] [**SKIP TO Q41**]

1=Health Insurance [through an employer or an individual policy]

2=Medicaid (Medical Card) [**SKIP TO Q41**]

3=Medicare [SHOULD BE AT LEAST 65, VERIFY IF YOUNGER] [**SKIP TO Q41**]

4=Not insured/Self Pay [**SKIP TO Q41**]

5=VA/CHAMPUS/Military [**SKIP TO Q41**]

6=Obama care plan [**SKIP TO Q41**]

40b Which company provides your PRIMARY health insurance coverage?

[DO NOT READ - IF MORE THAN ONE, MAKE SURE RESPONDENT GIVES YOU THE PRIMARY INSURER]

0=[DON'T KNOW/REFUSED]

1=Blue Cross Blue Shield of LA

3=United Healthcare

2=CIGNA

4=Aetna

9=Other, specify:

41 Would you say that, in general, your health is [READ RESPONSES]:

5=excellent

2=fair

4=very good

1=poor

3=good

0=[DO NOT KNOW/REFUSED]

42 Which of the following best describes you?

0=[DO NOT KNOW/REFUSED]

2=currently married

1=never been married

3=previously married

43 What is the highest grade or year of school you completed?0=[DO NOT KNOW/REFUSED]
years)/vocational/technical

3=some college (1-3

1=less than high school
degree

4=college graduate/bachelor's

2=grade 12 or GED (high school graduate)
M.D., Ph.D., J.D)

5=postgraduate degree (Master's,

44 Please stop me when I reach your total family household income:

1=under \$25,000

4=\$75,000 to \$99,999

2=\$25,000 to \$49,999

5=\$100,000 and over

3=\$50,000 to \$74,999

0=[REFUSED]

45a About how much do you weigh without shoes?

0=[DO NOT KNOW/REFUSED] _____ pounds

45b About how tall are you without shoes? [RECORD FEET AND INCHES. THEN, CONVERT TO INCHES]

0=[DO NOT KNOW/REFUSED]

_____ feet _____ inches _____ (convert everything to inches)

46 Finally, which of the following best describes your race: Caucasian/White, African descent/Black, Asian, Hispanic, or some other race?

0=[DO NOT KNOW/REFUSED]

3=Native American

1=White/Caucasian

4=Hispanic

2=Black/African

6=Asian

47 [DO NOT ASK: SIMPLY RECORD] Gender

1=male

2=female



THAT IS MY LAST QUESTION. EVERYONE'S ANSWERS WILL BE COMBINED TO GIVE US INFORMATION ABOUT THE HEALTH PRACTICES OF RESIDENTS IN THIS COMMUNITY. THANK YOU VERY MUCH FOR YOUR TIME AND COOPERATION.