

# 2016 Community Health Needs Assessment

MERCY HEALTH — TIFFIN HOSPITAL, TIFFIN, OHIO



Mercy Health, formerly Catholic Health Partners, has been committed to the communities it serves for more than 150 years. This long-standing commitment has evolved intentionally, based on our communities' most pressing health needs.

Every three years we evaluate those needs through a comprehensive Community Health Needs Assessment (CHNA) for each of our hospitals. The most recent assessments, completed by Mercy Health and community leaders, include quantitative and qualitative data that guide both our community benefit and strategic planning.

The following document is a detailed CHNA for Mercy Health — Tiffin Hospital. Tiffin Hospital is dedicated to continuing the healing ministry of Jesus Christ. As part of the Mercy Health system, Tiffin Hospital has been steadfast in its mission of caring for the poor, the elderly and the vulnerable members of the community, and to improving the health of the many communities it serves.

Mercy Health has responded to community health needs as part of a five-year strategic plan that

concludes in 2018. In recent years, Mercy Health has invested in building and renovating hospitals and ambulatory facilities to serve patients and communities in Ohio and Kentucky. Our ministry continues to invest in our CarePATH electronic health record to ensure seamless and integrated care, no matter the provider or the setting. We also operate health and fitness centers, hospice facilities, outpatient clinics and senior living facilities ... all to improve the health of our communities.

Mercy Health contributes about \$1 million per day in community benefit services as we carry out our Mission of extending care to the poor and under-served.

Tiffin Hospital strives to meet the health needs of its community. Please read the document's introduction below to better understand the health needs that have been identified.

Written comments regarding the health needs that have been identified in the current CHNA should be directed to <https://www.mercy.com/global/about-us/contact-us>.

**Mercy Health has identified the greatest needs among each of our hospital's communities. This ensures our resources for outreach, prevention, education and wellness are directed toward opportunities where the greatest impact can be realized.**

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# Introduction

## COMMUNITY SERVED BY HOSPITAL

T.R. §1.501(r)-3(b)(1)(i) and (3)

Mercy Health — Tiffin Hospital serves a geographic area encompassing Seneca County and the cities of Alvada, Attica, Bascom, Bettsville, Bloomville, Flat Rock, Fostoria, Green Springs, Kansas, Melmore, New Riegel, Old Fort, Republic and Tiffin. Based upon the county of residence of discharged inpatients, most patients reside in Seneca County. This primary service area includes the following ethnic groups: 94.6% Caucasian, 2.6% African American, 5% Hispanic, 0.8% Asian, 0.3% American Indian and 1.8% from other races. 17.5% of residents are in households below the federal poverty guidelines. 9.2% of persons under age 65 are without health insurance.

Seneca County has a total area of 553 square miles. Adjacent counties include Sandusky, Huron, Crawford, Wyandot, Hancock and Wood. Contiguous ZIP codes included in the community served by Tiffin Hospital include 44802, 44807, 44809, 44815, 44818, 44828, 44830, 44836, 4841, 44845, 44853, 44831, 44867 and 44883.

## INFORMATION AND DATA CONSIDERED IN IDENTIFYING POTENTIAL NEED

T.R. §1.501(r)-3(b)(1)(ii) and (5)

Information and data sources: federal, state or local health or other departments or agencies; community input

<b>Public health departments (T.R. §1.501(r)-3(b)(5)(i)(a))</b>	<b>Date of data/information</b>
Mental Health and Recovery Services Board of Seneca, Sandusky and Wyandot Counties	2016
Seneca County Health Department	2016

  

<b>At-risk populations (T.R. §1.501(r)-3(b)(5)(i)(b))</b>	<b>Date of data/information</b>
Seneca County Children and Family First Council	Not available

# Process and methods

## PROCESS FOR GATHERING AND ANALYZING DATA/INFORMATION

T.R. §1.501(r)-3(b)(6)(ii)

### Process and methods to conduct the community health needs assessment:

T.R. §1.501(r)-3(b)(6)(ii)

Mercy Health — Tiffin Hospital is a key stakeholder and partner of the Seneca County Health Alliance, a collaborative strategic planning process involving many community agencies and coalitions from various sectors. The Seneca County Health Alliance developed a Community Health Needs Assessment (CHNA) for Seneca County to assess and identify the health needs of the community. The CHNA was conducted by various social service, business and government organizations in Seneca County to collect data that reports the health and health behaviors of Seneca County residents. Data was collected for this assessment with the assistance of the Hospital Council of Northwest Ohio.

The following survey process occurred in 2016:

The community health needs assessment was cross-sectional in nature and included a written survey of adults and adolescents within Seneca County. Data was collected for this assessment with the assistance of the Hospital Council of Northwest Ohio Seneca County. County adults (19 years of age and older) and adolescents (ages 12 through 18) participated in a county-wide health assessment survey. The questions were modeled after the survey instruments used by the Centers for Disease Control and Prevention (CDC) for their national and state Behavioral Risk Factor Surveillance System (BRFSS) and Youth Risk Behavior Surveillance System (YRBSS), as well as those developed by the Child and Adolescent Health Measurement Initiative for the National Survey of Children's Health (NSCH). This similar model has allowed a better comparison of data collected to national, state and local health trends.

The project coordinator from the Hospital Council of Northwest Ohio conducted a series of meetings with the planning committee from Seneca County. During these meetings, banks of potential survey questions from the BRFSS and YRBSS surveys were reviewed and discussed. Based on input from the Seneca County planning committee, the project coordinator composed drafts of surveys containing 112 items for the adult survey and 78 items for the adolescent survey. The drafts were reviewed and approved by health education researchers at the University of Toledo.

The Hospital Council of Northwest Ohio collected the data, guided the health assessment process and integrated sources of primary and secondary data into a final report.

A random sample of mailing addresses for adults ages 19 and over was obtained from Allegra Marketing Services in Louisville, KY. Prior to mailing the survey to adults, a personalized advanced letter was mailed to 1,200 Seneca County adults. It was printed on Seneca County Health Department stationary and signed by Mircea Handru, executive director, and Robin Reaves, deputy director, Mental Health and Recovery Services Board of Seneca, Sandusky and Wyandot Counties. The letter introduced the county health assessment project and informed readers that they may be randomly selected to receive the survey. A three-wave mailing procedure was implemented to maximize the survey return rate.

In addition, adolescents were randomly selected from local schools. The survey was approved by all superintendents. Schools and grades were randomly selected, and classrooms were chosen by the school principal. Passive permission slips were mailed home to their parents. The survey contained 76 questions and had a multiple choice response format.

There were 42,388 persons ages 19 and over and 5,505 adolescents living in Seneca County. The response rate for adult surveys was 49%, resulting in 534 completed adult surveys. The response rate for adolescents was 94%, resulting in 372 completed adolescent surveys. This yielded a sufficient sample size to determine a 95% confidence level in the survey findings and to ensure the responses were representative of the entire county.

Individual responses were anonymous and confidential. All data was analyzed by health education researchers at

the University of Toledo using SPSS 17.0. Crosstabs were used to calculate descriptive statistics for the data presented in the report. To be representative of Seneca County, the adult data collected was weighted by age, gender, race and income using 2010 Census data. Multiple weightings were created based on this information to account for different types of analyses.

Information gaps and limitations may exist as with all county assessments. First, the Seneca County adult assessment had a high response rate. However, if any important differences existed between the respondents and the non-respondents regarding the questions asked, this would represent a threat to the external validity of the results (the generalizability of the results to the population of Seneca County). If there were little to no differences between respondents and non-respondents, then this would not be a limitation. Second, it is important to note that, although several questions were asked using the same wording as the CDC questionnaires, the adult data collection method differed. CDC adult data was collected using a set of questions from the total question bank and adults were asked the questions over the telephone rather than as a mail survey. The youth CDC survey was administered in schools in a similar fashion as this county health assessment. Finally, our surveys suffer from all traditional limitations of cross-sectional study designs, i.e. reliance on self-reported behaviors, recall bias in participants and socially desirable responses, and the inability to establish cause and effect relationships.

#### **External sources**

- Seneca County Health Alliance – Draft 2016 Health Assessment Project

#### **Collaborating partners**

The hospital collaborated with the following organizations as part of the process of conducting the needs assessment:

- Firelands Counseling and Recovery Services
- Fostoria Community Schools
- Fostoria United Way
- Hospital Council of Northwest Ohio
- Mental Health and Recovery Services Board of Seneca, Sandusky and Wyandot Counties
- ProMedica Fostoria Community Hospital
- Seneca County Children and Family First Council

- Seneca County Health Alliance
- Seneca County Health Department
- Tiffin City Schools
- Tiffin-Seneca United Way

## **Community input**

T.R. §1.501(r)-3(b)(6)(iii)

No written comments were received on the previously completed CHNA.

From the beginning phases of the Seneca County CHNA, community leaders were actively engaged in the planning process and helped define the content, scope and sequence of the project. Active engagement of community members throughout the planning process is regarded as an important step in completing a valid needs assessment. Under the leadership of the Hospital Council of Northwest Ohio, the survey questions were drafted and reviewed in a series of meetings with the planning committee from Seneca County.

Local community agencies were invited to participate in the health assessment process, including choosing questions for the surveys, providing local data, reviewing draft reports and planning the community event, release of the data and setting priorities. The needs of the population, especially those who are medically underserved, low-income, minority populations or face a chronic disease, were taken into account through the sample methodology that surveyed these populations and over-sampled minority populations. In addition, the organizations that serve these populations participated in the health assessment and community planning process, such as Seneca County School District, Seneca County Commission on Aging and Seneca County United Way.

The 2016-2019 Community Health Improvement Plan (CHIP) will be drafted and shared at a community meeting schedule in January 2017. The CHIP is drafted by agencies and service providers within Seneca County. The committee will review many sources of information concerning the health and social challenges of Seneca County adults, youth and children. They determine priority issues within the community, which if addressed could improve future outcomes, determine gaps in current in programming and policies and examine best practices and solutions.

## Organizations providing input

Organization providing input	Nature and extent of input	Medically underserved, low-income or minority populations represented by organization
Community Hospice Care of Tiffin	Input with survey questions, discussion and identifying priorities	Medically under-served and low income
Firelands Counseling and Recovery Services	Input with survey questions, discussion and identifying priorities	Mental health and substance abuse
Fostoria Community Schools	Input with survey questions and discussion	Families and children
Fostoria United Way	Participated in the CHNA community discussion	Medically under-served, low Income and minority populations
Hospital Council of Northwest Ohio	Facilitated for CHNA for Seneca County	Community at large
Mental Health and Recovery Services Board of Seneca, Sandusky and Wyandot Counties	Input with survey questions and discussion	Mental health and substance abuse
ProMedica Fostoria Community Hospital	Input with survey questions, discussion and identifying priorities	Medically under-served, low Income and minority populations
Seneca County Area Transportation	Participated in the CHNA community discussion	Medically under-served, low Income and minority populations
Seneca County Board of Developmental Disabilities	Input with survey questions and discussion	Persons with disabilities
Seneca County Children and Family First Council	Input with survey questions and discussion	Medically under-served and low income families and children
Seneca County Commission on Aging	Participated in the CHNA community discussion	Elderly
Seneca County General Health District	Input with survey questions, discussion and identifying priorities	Medically under-served and low income.
Seneca County Health Department	Input with survey questions, discussion and identifying priorities	Medically under-served, low Income and minority populations
Seneca County Department of Jobs and Family Services	Input with survey questions and discussion	Families and children
Tiffin City Schools	Input with survey questions and discussion	Families and children
Tiffin-Seneca United Way	Input with survey questions, discussion and identifying priorities	Medically under-served, low Income and minority populations

# Executive summary

## Significant health needs

T.R. §1.501(r)-3(b)(4)

### MENTAL HEALTH AND SUICIDE

#### Capacity and adequacy of service levels

- In 2016, 6% of Seneca County adults had considered attempting suicide, and 3% of adults reported attempting suicide in the past year.
- 16% of Seneca County adults had a period of two or more weeks when they felt so sad or hopeless nearly every day that they stopped doing usual activities, compared to 13% in 2009 and 2013.
- In 2016, 14% of Seneca County youth had considered attempting suicide and 7% actually attempted suicide in the past year.
- 27% of Seneca County youth reported they felt so sad or hopeless almost every day for two weeks or more in a row that they stopped doing some usual activities. The 2013 YRBSS reported the rates were 26% for Ohio and 30% for the U.S.

#### Current service providers

- Providers at Tiffin Hospital are alert to problems and provide referrals when appropriate. Emergency room providers screen for mental health concerns.
- Counseling services are available through Firelands Counseling and Recovery Services and various private practices. Firelands Counseling and Recovery Services also offers a LifeSkills program to various classes throughout Seneca County schools.
- First Call for Help, Inc., provides a suicide prevention hotline for teens and a crisis stabilization unit.
- Students Against Destructive Decisions (SADD) is available to middle and high school students within several school districts.
- The Family Intervention Court (FIC) program helps families who have been ordered to appear before the Seneca County Juvenile Court with mental health, alcohol and substance abuse problems.

- Support groups are available through NAMI and other agencies.
- Patchwork House provides a supervised visiting program.
- Community Hospice Care provides bereavement counseling for ages five and up.

### DRUG AND ALCOHOL USE

#### Capacity and adequacy of service levels

- Per the 2016 Health Assessment results, 36% of Seneca County youth had at least one drink of alcohol in their life. This rate increases to 65% of youth seventeen and older, compared to 63% for the U.S as reported by the YRBS in 2015. 11% of all Seneca County youth and 24% of those over the age of 17 had at least one drink in the past 30 days.
- 5% of Seneca County youth had used marijuana at least once in the past 30 days, increasing to 20% of those ages 17 and older. 4% of Seneca County youth used medications that were not prescribed for them or took more than prescribed to feel good or get high.
- In 2016, 14% of Seneca County adults were considered frequent drinkers and 19% were considered binge drinkers. The 2014 BRFSS reported binge drinking rates of 18% for Ohio and 16% for the U.S.
- 4% of Seneca County adults had used marijuana and 8% of adults had used medication not prescribed for them or took more than prescribed during the past six months. In 2014, the statewide average per capita prescription dosage was 61.2 doses per person, compared to 62.0 doses per person in Seneca County.

#### Current service providers

- Tiffin Hospital provides a pain management program for adults with chronic pain. Providers at Tiffin Hospital also screen for alcohol use and make referrals when appropriate.
- Counseling services are available through Firelands Counseling and Recovery Services and various private practices. Firelands Counseling and Recovery Services offers a LifeSkills program and supports the Students Against Destructive Decisions (SADD) program in local schools.



- Advocacy, education and parenting services are provided by Court Appointed Special Advocates (CASA).
- Alcoholics Anonymous is offered within the Tiffin and Fostoria communities.
- The Oriana House, Inc. offers diversion and intensive outpatient programs, as well as drug testing.

## PREVENTATIVE HEALTH

### Capacity and adequacy of service levels

- In 2016, nearly three-fourths (71%) of Seneca County adults over the age of 65 had a flu vaccine during the past 12 months.
- The 2016 Health Assessment results determined that 11% of Seneca County adults had been diagnosed with diabetes, and 7% of adults had been diagnosed with pre-diabetes. The 2014 BRFSS reports an Ohio prevalence of 12% and U.S. prevalence of 10%.
- Seneca County adults diagnosed with diabetes also had one or more of the following characteristics or conditions: 88% were overweight or obese, 72% had been diagnosed with high blood pressure and 67% had been diagnosed with high blood cholesterol.
- Nearly 10% of the entire U.S. population has diabetes. Diabetes contributes to the death of 231,051 Americans annually.
- 67% of Seneca County adults had visited a dentist or dental clinic, compared to 65% of both Ohio adults and U.S. adults per the 2014 BRFSS. 70% of Seneca County youth saw a dentist for a check-up, exam, teeth cleaning or other dental work within the last year, compared to 75% for Ohio per the 2013 YRBSS.

### Current service providers

- In 2014, Tiffin Hospital began providing the Complete Health Improvement Program, a 9-week free educational program for patients with chronic diseases.
- Tiffin Hospital provides flu shots to all employees and provides other vaccinations free of charge to employees. Immunizations are also available at the Seneca County Health Department.
- Tiffin Hospital provides a community screening event five times per year at minimal cost, offering health

information, PSA screening, DEXA screening, blood pressure screening and more. The hospital also provides mammograms at reduced cost or free of charge for those eligible.

- Blood pressure checks are available at various locations throughout the community by a variety of community agencies.
- A mobile dentistry program is provided through Tiffin City Schools for youth in grades K - 5 who are Medicaid eligible. Several local dentists accept Medicaid patients.
- Seneca County Jobs and Family Services provide healthcare screenings to migrant workers and their families.
- Community Hospice Care provides blood pressure screenings to seniors at senior centers.
- ProMedica Fostoria Community Hospital offers mammograms, cholesterol and blood sugar screenings, as well as DermaScan screening, skin cancer screening and oral cancer screening at various times throughout the year.
- Local churches sponsor the Life Screening Group at various times throughout the year.

## Prioritization of health needs

Committee members of the Community Health Improvement Plan, organized by the Seneca County Health Alliance, reviewed many sources of information concerning the health and social challenges that Seneca County adults, youth and children may be facing. They determined priority issues, which if addressed could improve future outcomes, determined gaps in current programming and policies and examined best practices and solutions.

To facilitate the Community Health Improvement Process, the Seneca County Health Alliance and local hospitals invited key community leaders to participate in an organized process of strategic planning to improve the health of residents of the county. The Mobilizing for Action through Planning and Partnerships (MAPP) process was used. Beginning in March 2016, the Seneca County Health Alliance met five times, in March, May, July, September, and December 2016, and completed the following planning steps:

1. Initial meeting: Reviewed process and timeline; finalized committee members; created or reviewed vision
2. Choosing priorities: Used quantitative and qualitative data to prioritize target areas
3. Ranking priorities: Ranked community health problems based on magnitude, seriousness of consequences and feasibility of correcting
4. Resource assessment: Determined existing programs, services and activities in the community that address the priority target impact areas and looked at the number of programs that address each outcome, the geographic area served and the prevention programs and interventions
5. Forces of change and community themes and strengths: Administered open-ended questions to committee on community themes and strengths
6. Gap analysis: Determined existing discrepancies between community needs and viable community resources to address local priorities; identified strengths, weaknesses and evaluation strategies; and identified strategic actions
7. Local public health assessment: Reviewed the local public health system assessment with committee
8. Best practices: Reviewed best practices, proven strategies, evidence continuum and feasibility continuum
9. Draft plan: Reviewed all steps taken and recommended actions based on one or more of the following: enhancing existing efforts, implementing new programs or services, building infrastructure, implementing evidence-based practices and the feasibility of implementation

The Seneca County Health Improvement Plan will be presented to the community on January 12, 2017. Any additional input received from the meeting will be taken into account when determining the implementation strategies to address those prioritized needs.

Tiffin Hospital leaders reviewed the findings from the community surveys, the 2016 Seneca County Health Assessment and the feedback from the CHIP committee members in comparison with their current service offerings. The hospital also considered the incidence rates in which hospital patients are treated for mental health, substance abuse and preventative health issues. Hospital leaders determined the areas with the opportunities for the greatest impact.

## Prioritized health needs

Based on all of the above information and processes, the prioritized health needs of the community served by the hospital are listed below.

### MENTAL HEALTH AWARENESS

In 2016, 16% of Seneca County adults felt so sad or helpless almost every day for 2 weeks or more in a row that they stopped doing usual activities. 6% Seneca County adults considered attempting suicide in the past year. The emergency room at Tiffin Hospital sees several patients diagnosed with depression, an anxiety disorder and alcohol and illicit drug use/overdoses. Overdose in Seneca County is at an all-time high.

### PREVENTATIVE HEALTH

In 2016, 11% of Seneca County adults have been diagnosed with diabetes and 7% have been diagnosed with pre-diabetes. Seneca County adults with diabetes have also been diagnosed with one or more of the following: 88% were overweight, 70% have high blood pressure and 67% have high blood cholesterol. Nearly 10% of the entire U.S. population has diabetes. Diabetes contributes to the death of 231,051 Americans annually.

## Resources available

The existing healthcare facilities and other resources within the community that are available to meet the prioritized needs are listed below for each need:

### MENTAL HEALTH AWARENESS

Tiffin Hospital has a mental health/addiction screening tool in place and continues to work closely with Firelands Counseling and Recovery Services for staff training and education. Our goal is to introduce the Screening, Brief Intervention and Referral to Treatment (SBIRT) program in both the Tiffin Hospital emergency room and Mercy Health primary care offices to better serve our patients' mental health needs. At the present time, Tiffin Hospital's emergency room is a safe site for Firelands Counseling and Recovery Services where local law enforcement can bring individuals who need a mental health evaluation for further placement or immediate treatment. Other resources available to address the mental health and suicide needs of the community include the Mental Health and Recovery Services Board of Seneca, Sandusky and Wyandot Counties, Seneca County Suicide Prevention Coalition depression screening and ProMedica Fostoria Community Hospital.

### PREVENTATIVE HEALTH

Tiffin Hospital has two full-time dietitians who see inpatients and outpatients and also coordinate the Complete Health Improvement Program (CHIP). A Mercy Health Outreach grant enables us to provide this program at no cost to participants, who meet once per week for nine weeks in a group setting. This educational program is designed to prevent and reverse chronic disease. Topics include stress management, sleep, self-worth, emotional wellbeing and happiness. Referrals are obtained by physicians, diabetic clinic and patients.

Other resources available to address the preventative health needs of the community include community health fairs, lab screenings, mammograms and PSA screenings at Tiffin Hospital, lab screenings and a senior health fair at ProMedica Fostoria Community Hospital, immunizations at Seneca County Health Department, migrant health care screenings at Seneca County Job and Family Services and the dentistry program offered by Tiffin City Schools. Mercy Health Tiffin Cancer Center and Community Hospice Care also offer preventative health care services.

# Progress on Health Priorities Identified in the 2013 Health Needs Assessment

## INCREASE PREVENTATIVE HEALTH

Initiatives	Impact
Complete Health Improvement Program	Mercy Health began the Complete Health Improvement Program in 2014. Two nine-week sessions are offered per year that include using behavior change and self-discovery learning tools to assist participants in making a multifaceted lifestyle change with a goal of reducing chronic disease. There were 8 participants in 2015 and 10 participants in 2016 who completed the program. Participants showed an improvement in weight management, blood pressure, cholesterol, fasting blood sugar, sleep, resilience and depression and BMI.
Mercy Medicine Assistance Program (MMAP)	The program helps provide patients with a temporary supply of medications, a consultation with social services and a HELP representative to bridge medication assistance. In 2015, MMAP provided a total of \$7,773 in assistance and served 51 people.
Community outreach	<p>Tiffin Hospital provides flu shots to all employees and provides other vaccinations free of charge to employees. Immunizations are also available at the Seneca County Health Department.</p> <p>Tiffin Hospital provides a community screening event five times per year at minimal cost, offering health information, PSA screening, DEXA screening, blood pressure screening and more. The hospital also provides mammograms at reduced cost or free of charge for those eligible.</p>

## DECREASE ADULT AND YOUTH OBESITY

Initiatives	Impact
Speed and agility camps	The hospital sponsors a summer camp to help kids increase their own strength, agility and speed.
Complete Health Improvement Program	Mercy Health began the Complete Health Improvement Program in 2014. Two nine-week sessions are offered per year that include using behavior change and self-discovery learning tools to assist participants in making a multifaceted lifestyle change with a goal of reducing chronic disease. There were 8 participants in 2015 and 10 participants in 2016 who completed the program. Participants showed an improvement in weight management, blood pressure, cholesterol, fasting blood sugar, sleep, resilience and depression and BMI.

# Progress on Health Priorities Identified in the 2013 Health Needs Assessment

## DECREASE ADULT AND YOUTH MENTAL HEALTH ISSUES

Initiative	Impact
Education and training for emergency room staff	Firelands Counseling and Recovery of Seneca County has provided education and training for all emergency room staff on “Mental Health First Aid for Healthcare Workers” in 2015-2016. Firelands has also introduced a Screening, Brief Intervention and Referral to Treatment (SBIRT) model that physicians and ER hospital staff plan to implement in 2017.

## DECREASE ADULT AND YOUTH SUBSTANCE ABUSE ISSUES

Initiative	Impact
Education and training for emergency room staff	Counseling services are available through Firelands Counseling and Recovery Services and various private practices. Tiffin Hospital provides a safe site for after-hours counseling. Providers at Tiffin Hospital stay alert to problems, ask about alcohol use and provide referrals when appropriate.