

2017-2019 Community Health Needs Assessment Implementation Plan

ADOPTED BY THE MARKET PARENT BOARD OF TRUSTEES, DECEMBER, 2016

MERCY HEALTH — WILLARD HOSPITAL

1100 Neal Zick Dr., Willard, OH 44890



Table of contents

- INTRODUCTION** 2
- Mission statement..... 2

- EXECUTIVE SUMMARY** 3
- Background and processes**..... 3
- Communities served by hospital 3
- Collaborating partners..... 3

- IDENTIFYING SIGNIFICANT NEEDS**..... 4

- IMPLEMENTATION PLAN** 5
- Prioritized health needs**..... 5
- 1. Personal wellness..... 5
- 2. Mental health/substance abuse..... 6

Introduction

Mercy Health Willard Hospital (“Willard Hospital”) is a 25-bed, full-service hospital providing inpatient, outpatient and other healthcare services. Willard Hospital, along with local health, education, social service, nonprofit and governmental agencies participated in a Community Health Needs Assessment (“CHNA”) conducted for Huron County and surrounding areas. The detailed process, participants and results are available in Willard Hospital’s Community Health Needs Assessment Report which is available at mercy.com.

This Community Health Needs Assessment Implementation Plan will address the significant community needs identified through the CHNA. The plan indicates which needs Willard Hospital will address and how, as well as which needs Willard Hospital won’t address and why.

Beyond the programs and strategies outlined in this plan, Willard Hospital will address the healthcare needs of the community by continuing to operate in accordance with its Mission to extend the healing ministry of Jesus by improving the health of its communities with emphasis on the poor and under-served. This includes providing care for all individuals regardless of their ability to pay.

The strategies and tactics of this plan will provide the foundation for addressing the community’s significant needs between 2017 and 2019. However, Willard Hospital anticipates that some of the strategies, tactics and even the needs identified will evolve over that period. Willard Hospital plans a flexible approach to addressing the significant community needs that will allow for adaptation to changes and collaboration with other community agencies.

MISSION

We extend the healing ministry of Jesus by improving the health of our communities with emphasis on people who are poor and under-served.

Mercy’s Mission and culture are expressed through the organizational core values:

Compassion

Our commitment to serve with mercy and tenderness

Excellence

Our commitment to be the best in the quality of our services and the stewardship of our resources

Human Dignity

Our commitment to value the diversity of all persons and to be respectful and inclusive of everyone

Justice

Our commitment to act with integrity, honesty and truthfulness

Sacredness of Life

Our commitment to reverence all life and creation

Service

Our commitment to respond to those in need

Executive summary

The CHNA process for Huron County, Ohio, to identify community health status and concerns included adults (age 19 and older) and youth (ages 12–18) in a survey during the spring of 2014. The findings are based on self-administered surveys using a structured questionnaire. Questions were modeled after the survey instruments used by the Centers for Disease Control and Prevention for their national and state Behavioral Risk Factor Surveillance System (BRFSS) and Youth Risk Behavior Surveillance System (YRBSS). The Hospital Council of Northwest Ohio (HCNWO) collected the data, guided the health assessment process and integrated sources of primary and secondary data into the final report.

This community health assessment was cross-sectional and included a written survey of adults and adolescents within Huron County. From the beginning, community leaders were actively engaged in the planning process and helped define the content, scope and sequence of the study. Active engagement of community members throughout the planning process is an important step in completing a valid needs assessment.

Two survey instruments were designed and pilot tested for this study, one for adults and one for adolescents. As a first step in the design process, health-education researchers from the University of Toledo and staff members from the HCNWO met to discuss potential sources of valid and reliable survey items that would be appropriate for assessing the health status and health needs of adults and adolescents. The investigators decided to derive most adult survey items from the BRFSS and most adolescent survey items from the YRBSS. This was so local data could be compared with state and national data.

The project coordinator from the HCNWO conducted a series of meetings with the planning committee from Huron County Health Partners. During these meetings, banks of potential survey questions from the BRFSS and YRBSS surveys were reviewed and discussed. Based on input from the Huron County Health Partners committee, the project coordinator composed drafts of surveys

containing 112 items for the adult survey and 76 items for the adolescent survey. The drafts were reviewed and approved by health-education researchers at the University of Toledo.

COMMUNITIES SERVED BY HOSPITAL

For the purposes of the CHNA, Mercy Willard used Huron County in Ohio as the main service area. Willard Hospital serves Huron County, including cities of Greenwich, Monroeville, New London, North Fairfield, Norwalk, Plymouth, Wakeman and Willard. Based on discharged patients' county of residence, most people served at Willard Hospital live in Huron County.

Demographic groups in the primary service area include: 95.98% Caucasian, 0.97% Black, 0.18% Native American, 0.25% Asian, 0.01% Pacific Islander, 1.63% other races and 0.99% of two or more races. 3.56% of the population was Hispanic or Latino of any race.

Huron County has a total area of 495 square miles, of which 491 square miles are land and 3.3 square miles are water. Surrounding counties are Erie to the north, Sandusky to the northwest, Seneca to the west, Crawford to the southwest, Richland to the south, Ashland to the southeast and Lorain to the east. Zip Codes: Include 44811, 44826, 44837, 44847, 44850, 44851, 44855, 44857, 44865, 44888, 44889, 44890.

Collaborating partners

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

- Bellevue City Schools
- Catholic Charities Diocese of Toledo
- City of Norwalk
- Firelands Counseling and Recovery Services
- Fisher-Titus Medical Center
- Huron County Court of Common Pleas
- Huron County Job & Family Services
- Huron County Mental Health & Addiction Board

- Huron County Public Health
- Huron County Sheriff's Office
- Imagine Norwalk Planning Group
- Interagency Council
- Kaiser Wells Pharmacy
- Mercy Health Willard Hospital
- Ministerial Associations
- NAMI of Huron County
- Norwalk Catholic Schools
- Norwalk City Schools
- Norwalk Police Department
- Oriana House, Inc.
- Reach Our Youth
- Ruth Ann Foltz
- Teen Challenge of the Firelands
- The Bellevue Hospital
- United Fund of Norwalk, Wakeman & Monroeville

4. Assessing resources: 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. Assessing forces of change and community themes and strengths: Administered open-ended questions to committee on community themes and strengths
6. Performing gap analysis: Determined existing discrepancies between community needs and viable community resources to address local priorities; identified strengths, weaknesses and evaluation strategies; identified strategic actions
7. Assessing local public health: Reviewed the local public health system assessment with the committee
8. Reviewing best practices: In addition to best practices, reviewed proven strategies, evidence continuum and feasibility continuum
9. Creating a 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

Identifying significant needs

To facilitate the Community Health Improvement Process, Huron County Public Health and local hospitals invited key community leaders to participate in an organized process of strategic planning. The Mobilizing for Action through Planning and Partnerships (MAPP) process was used. Huron County Health Partners met in December 2013 and in January, April, July, September and November 2014. At these meetings, they 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

Willard Hospital leaders reviewed the findings from the community surveys, the Huron 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 for hospital patients treated for mental health, substance abuse and preventive health issues. Hospital leaders determined the areas with opportunities for the greatest impact.

The process of performing the CHNA, data sources consulted, development of the top priorities and the list of participants is explained in detail in Willard Hospital's CHNA Report which is available at mercy.com.

Implementation Plan

Willard Hospital continues to work with other county agencies and is committed to developing a county-wide Community Health Improvement Plan aligned with the overall Community Health Improvement Plan. While the Willard Hospital plan is still being finalized, the hospital is committed to addressing the health needs of the community through the strategies and tactics described in this Implementation Plan.

PRIORITIZED SIGNIFICANT COMMUNITY HEALTH NEEDS

The table below lists the Significant Community Needs identified through the CHNA and specifies which needs Willard Hospital will address.

Prioritized significant community health need	Addressed by hospital
Personal wellness	Yes
Mental health/substance abuse	Yes

IMPLEMENTATION STRATEGIES TO ADDRESS SIGNIFICANT COMMUNITY HEALTH NEEDS

PERSONAL WELLNESS

As detailed in Willard Hospital’s Community Health Needs Assessment Report:

- In 2014, about half (52%) of Huron County adults rated their health status as excellent or very good, compared to 50% of adults in Ohio and 52% of adults in the nation. 14% of adults described their health as fair or poor. This increases to 21% for adults age 65 and over.
- 70% of Huron County adults were overweight or obese based on their body mass index (BMI). More than one-third (37%) of Huron County adults were obese, and nearly half (45%) were trying to lose weight. The 2012 BRFSS indicates that 30% of Ohio adults and 28% of U.S. adults were obese according to their BMI.

- In 2014, 17% of Huron County youth were obese. When asked how they would describe their weight, 34% of Huron County youth reported that they were slightly or very overweight. 72% of youth exercised for 60 minutes, three or more days a week. 91% of youth were involved in extracurricular activities.
- In Huron County, 49% of adults engaged in some type of physical activity or exercise for at least 30 minutes, three or more days a week.
- In 2014, 8% of adults and 15% of youth ate five or more servings of fruits and vegetables per day. 87% of adults and 78% of youth ate between one and four servings per day. The 2009 BRFSS reported that only 21% of Ohio adults and 23% nationwide were eating the recommended number of servings of fruits and vegetables.

Goal

Reduce obesity by improving nutrition and exercise habits.

Expected impact

Increase awareness of the value of nutrition, exercise and wellness programs in Huron County.

Targeted populations

Huron County with emphasis on the obese and those with diagnosis of chronic illness

Strategies

- Offer dietitian services to people referred by a physician referral.
- Offer free health screenings to all employees.
- Conduct community health education and support groups, health fairs and screenings for our community.
- Partner with Willard Hospital medical staff to give patients appropriate educational material regarding nutrition, fitness and weight control. Also make referrals to the CHIP program.
- Offer a newsletter to local businesses called Mercy Health Watch.
- Offer a migrant health-screen clinic twice a year.

Strategic measures

- Number of participants and their individual progress throughout the CHIP program (i.e., BMI, weight, cholesterol, blood sugar)
- Number of participants given dexa scans and screened for blood pressures, bone density and lung function at each community health fair
- Number of participants screened at the twice-yearly migrant health clinic (dexa scans and screenings for blood pressures and bone density)

Community collaborations

Other resources available to address the personal wellness needs of the community include:

- Huron County Health Department
- Bellevue Hospital
- Fisher Titus Hospital
- American Heart Association
- Ernsthausen Recreation Center

MENTAL HEALTH/SUBSTANCE ABUSE

As detailed in Willard Hospital's Community Health Needs Assessment Report:

- In 2014, 3% of Huron County adults considered attempting suicide.
- According to the Substance Abuse and Mental Health Services Administration's 2008–2009 National Survey on Drug Use and Health, 4% of U.S. adults reported having suicidal thoughts in the past year. 10% of 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.
- In 2014, over one-quarter (26%) of 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.
- In 2014, the Health Assessment results indicated that 14% of Huron County youth grades 6–12 had seriously considered attempting suicide in the past year. 6% admitted actually attempting suicide in the past year.

- Huron County has a five-year grant to implement an evidence-based program called SBIRT to cover health and primary care in Huron County.
- Studies show that when SBIRT is implemented in a community health center, diagnosis rates and referrals of patients increase, however kept-appointment rates stay the same. There is strong evidence that integrating behavioral health into primary care practice improves mental health, especially depression symptoms. Integrating care also increases patients' adherence to treatment, improves their quality of life and increases satisfaction and engagement with healthcare providers.

Goal

Improve mental health and substance abuse awareness in Huron County.

Expected impact

Increase awareness of mental health services provided in Huron County.

Targeted populations

Huron County residents suffering mental health issues

Strategies

- Provide services through Firelands Counseling and Recovery Services in a clinic on the second floor of Willard Hospital.
- Willard Hospital will provide a safe site for afterhours counseling in the Emergency Department.
- Firelands Counseling will provide SBIRT Program (Screening, Brief Intervention, Referral and Treatment) when appropriate in the Emergency Department and Primary Care at Mercy Health Willard.
- Willard Hospital will provide educational materials and training to physicians, staff and the community to enhance awareness of mental health issues.

Strategic measures

- Number of referrals and education provided for adult and youth referred for counseling or addiction services by Willard Hospital
- Number of referrals to the SBIRT program at Firelands Counseling and Recovery Services from Willard Hospital ED and Mercy Health Primary Care
- Number of Willard Hospital employees receiving SBIRT training

Community collaborations

Other resources available to address the personal wellness needs of the community include:

- Firelands Counseling and Recovery Services
- The Bellevue Hospital
- Mercy Health Willard Hospital
- Fisher-Titus Medical Center
- Huron County Mental Health & Addiction Board
- Huron County Job & Family Services
- Teen Challenge of the Firelands
- American Heart Association
- Norwalk City Schools
- Willard City Schools
- Catholic Charities Diocese of Toledo
- Huron County Public Health