



2020-2022 Community Health Needs Assessment — Implementation Plan

Adopted by the Toledo Region Board of Trustees, March 2019

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Introduction

Mercy Health Willard Hospital (“Willard Hospital” or “Mercy Health Willard”) 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 Mercy Health Willard’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 Mercy Health Willard will address and how, as well as which needs Mercy Health Willard won’t address and why.

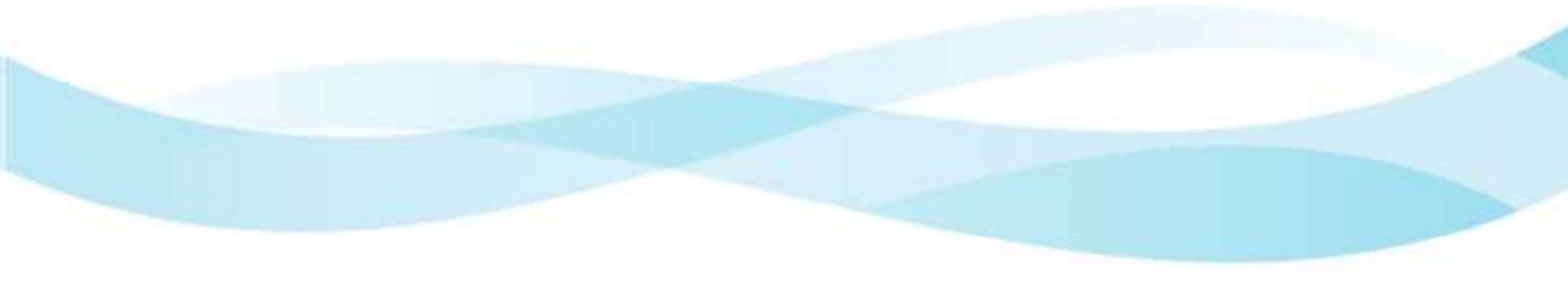
Beyond the programs and strategies outlined in this plan, Mercy Health Willard will address the health care needs of the community by continuing to operate in accordance with its mission to extend the healing ministry of Jesus by improving the health of its communities with emphasis on the poor and under-served.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

The strategies and tactics of this Implementation Plan will provide the foundation for addressing the community’s significant needs between 2020 and 2022. However, Mercy Health Willard anticipates that some of the strategies, tactics and even the needs identified will evolve over that period. Mercy Health Willard plans a flexible approach to addressing the significant community needs that will allow for adaption to changes and collaboration with other community agencies.

COMMUNITY SERVED BY HOSPITAL

For the purposes of the CHNA, Mercy Willard used Huron County in Ohio as the main service area.

Mercy Health - Willard Hospital serves a geographic area encompassing Huron County including cities of Greenwich, Monroeville, New London, North Fairfield, Norwalk, Plymouth, Wakeman and Willard. Patient data indicates that the primary service area of persons served at Willard Hospital reside in Huron County, based upon the county of residence of discharged patients.



The demographic area served by the primary service area includes the following ethnic groups: 95.98% Caucasian, 0.97% Black, 0.18% Native American, 0.25% Asian, 0.01% Pacific Islander, 1.63% from other races, and 0.99% from two or more races. 3.56% of the population were Hispanic or Latino of any race.

Huron County OH has a total area of 495 square miles, of which 491 square miles is land and 3.3 square miles (0.7%) is water. Surrounding counties are Sandusky to the northwest, Seneca to the west, Crawford to the southwest, Erie to the north, Richland to the south, Lorain to the east and Ashland to the southeast. Zip Codes: Include 44811,44826, 44837, 44847, 44850, 44851,44855,44857,44865,44888,44889,44890

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 Health's Mission and culture are expressed through the organization's 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

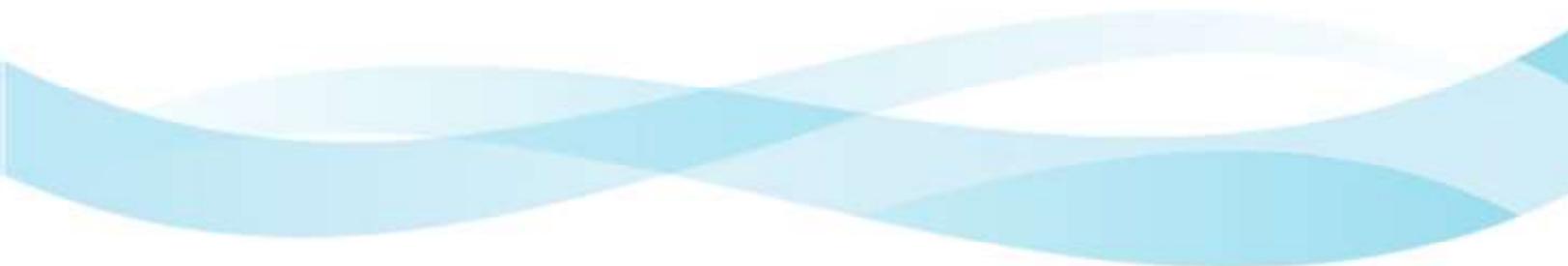
Service

Our commitment to respond to those in need

Executive Summary

BACKGROUND AND PROCESS

Mercy Health — Willard Hospital is a key stakeholder and partner of Huron County Health Partners, a collaborative strategic planning process involving many community agencies



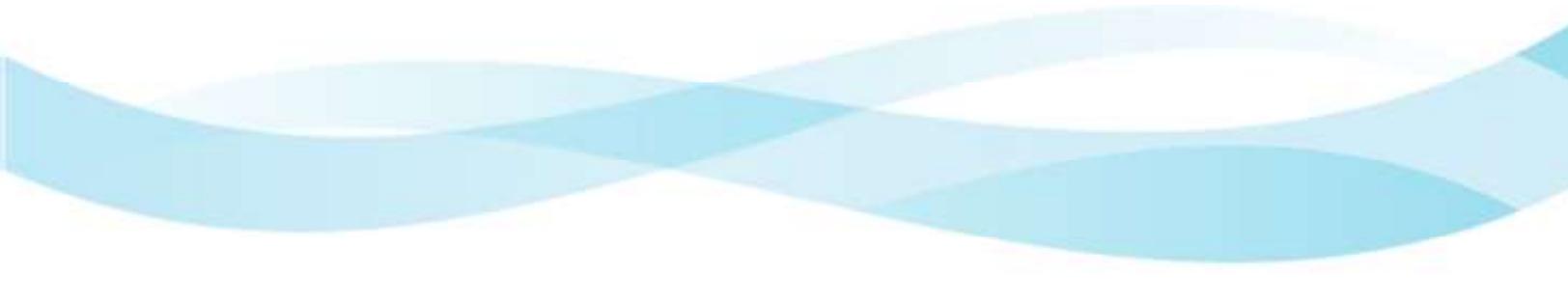
and coalitions from various sectors. Huron County Health Partners commissioned a Community Health Needs Assessment (CHNA) for Huron County to assess and identify the health needs of the community. The CHNA was conducted by various social service, business and government organizations in Huron County to collect data that reports the health and health behaviors of Huron County residents. Data was collected for this assessment with the assistance of the Hospital Council of Northwest Ohio.

The CHNA process for Huron County, Ohio to identify community health status and concerns included adults (19 years of age and older) and youth (ages 12 through 18) in a survey during the spring of 2016. The findings are based on self-administered surveys using a structured questionnaire. The 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 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 in nature and included a written survey of adults and adolescents within Huron County, Ohio. 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 regarded as an important step in completing a valid needs assessment.

Local community agencies were invited to participate in the health assessment process, including choosing questions for the surveys, providing local data, reviewing draft reports, planning the community event, releasing the data and setting priorities. The needs of the population, especially those who are medically under-served, low-income, minority or face a chronic disease, were taken into account through a 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, including the Huron County Public Health, Fisher-Titus Medical Center, Mercy Health — Willard Hospital, The Bellevue Hospital and Norwalk Area United Fund.

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 Hospital Council of NW Ohio 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

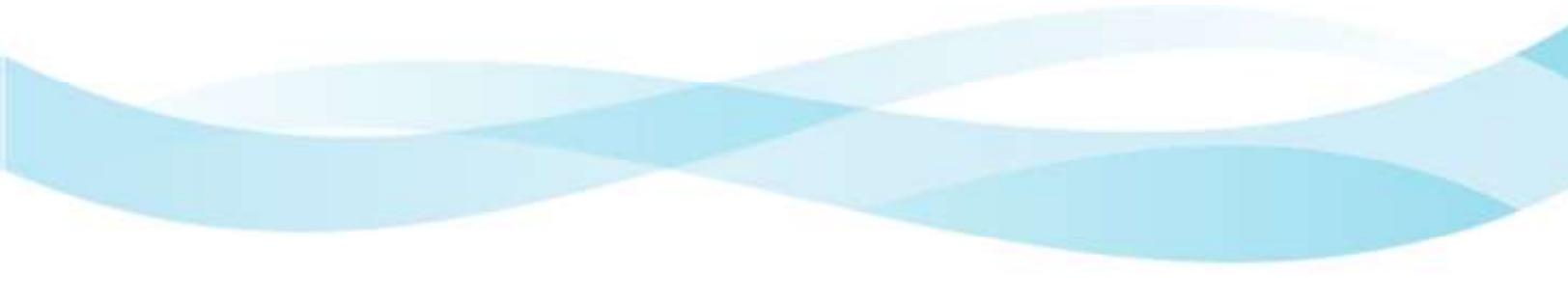


decided to derive the majority of the adult survey items from the BRFSS. The majority of the survey items for the adolescent survey were derived from the YRBSS. This decision was based on being able to compare local data with state and national data.

The Project Coordinator from the Hospital Council of NW Ohio 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.

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 to improve the health of residents of the county.

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
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services, building infrastructure, implementing evidence-based practices and the feasibility of implementation

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 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.

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.

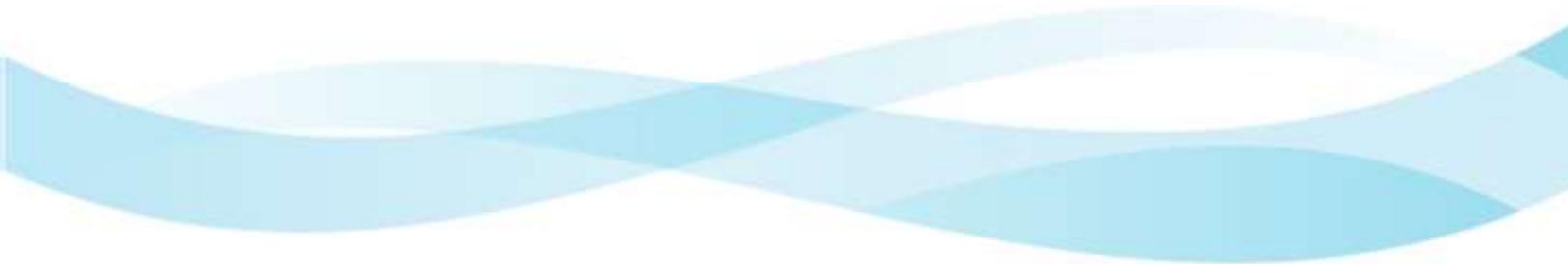
Implementation Plan

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

PRIORITIZED SIGNIFICANT COMMUNITY HEALTH NEEDS

The table below lists the significant community needs that were identified through the CHNA and specifies which needs Mercy Health Willard

Prioritized significant community health need	Addressed by hospital
Physical Health	Yes
Mental Health/Substance Abuse	Yes
Injury and Violence Prevention	No



2020 - 2022 IMPLEMENTATION STRATEGIES TO ADDRESS SIGNIFICANT COMMUNITY HEALTH NEEDS

PHYSICAL HEALTH

Description

As detailed in the hospital's Community Health Needs Assessment Report:

- Diabetics were using the following to treat their diabetes: checking blood sugar (56%), 6-month checkup with provider (55%), diet control (54%), checking A1C annually (52%), diabetes pills (46%), annual vision exam (41%), checking their feet (35%), exercise (33%), insulin (24%), injectable (11%), taking a class (8%), and dental exam (7%).
- The 2017 health assessment has identified that 8% of Huron County adults had been diagnosed with diabetes, increasing to 23% of those over the age of 65. The 2015 BRFSS reports an Ohio prevalence of 11% and U.S. prevalence of 10%. Seven percent (7%) of adults had been diagnosed with pre-diabetes.

Goal

Improving physical health by providing education on healthy eating habits, exercise and chronic disease management through the Complete Health Improvement Program (CHIP).

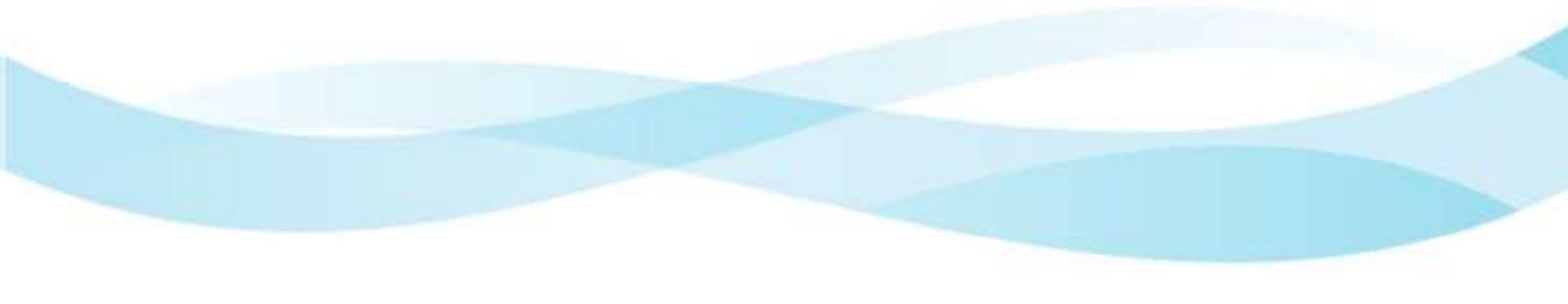
Expected impact

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

Targeted populations

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

Strategies

- Mercy Health Willard offers Dietitian services with a physician referral Mercy Health Willard offers free health screenings to all employees.
 - Mercy Health Willard conducts community health education and support groups, health fairs and screening for our community.
 - Mercy Health Willard will partner with Mercy Health Willard Medical Staff to provide patients with appropriate educational material regarding nutrition, fitness and weight control. Also make referrals to the CHIP program.
 - Mercy Health Willard offers a newsletter to local businesses called Mercy Health Watch.
 - Mercy Health Willard offers a migrant health screen clinic twice a year.
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Strategic measures

- CHIP program measures number of participants and their individual progress throughout the program (ie. BMI, weight, cholesterol, blood sugar)
- Number of participants screened for blood pressures, dexa scans, bone density, lung functions at each Community health fairs.
- Number of participants screened at migrant health clinic twice a year (screenings for blood pressures, bone density and dexa scans)

Community collaborations and resources available

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
- Ernsthansen Recreation Center

MENTAL HEALTH/SUBSTANCE ABUSE

Description

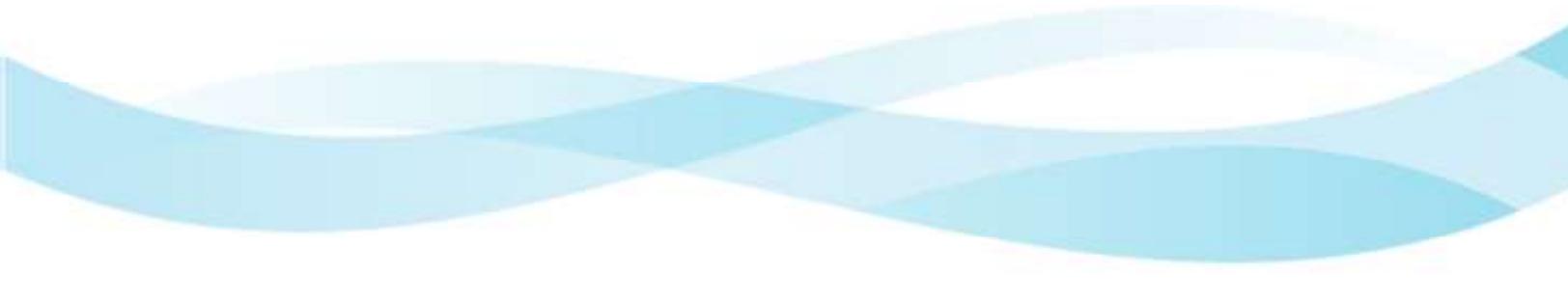
As detailed in the hospital's Community Health Needs Assessment Report:

Mental health needs can be improved through prevention by ensuring access to appropriate quality mental health services. An increase in substance abuse prevention and education and enforcement of laws is believed to reduce substance abuse in adults and youth.

Eleven percent (11%) of Huron County adults felt so sad or hopeless almost every day for two weeks or more in a row that they stopped doing usual activities, increasing to 29% of those with incomes less than \$25,000. Four percent (4%) of Huron County adults considered attempting suicide in the past year. Nearly one-third (29%) 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, increasing to 42%. In the past year, 7% of youth had attempted suicide. Four percent (4%) of youth had made more than one attempt. Ten percent (10%) of high school youth (grades 9-12) had attempted suicide in the past year.

Goal

Improve mental health and substance abuse awareness in Huron County.



Expected impact

Increase awareness of mental health and substance abuse awareness in Huron County.

Targeted populations

Huron County residents suffering with mental health and substance abuse issues.

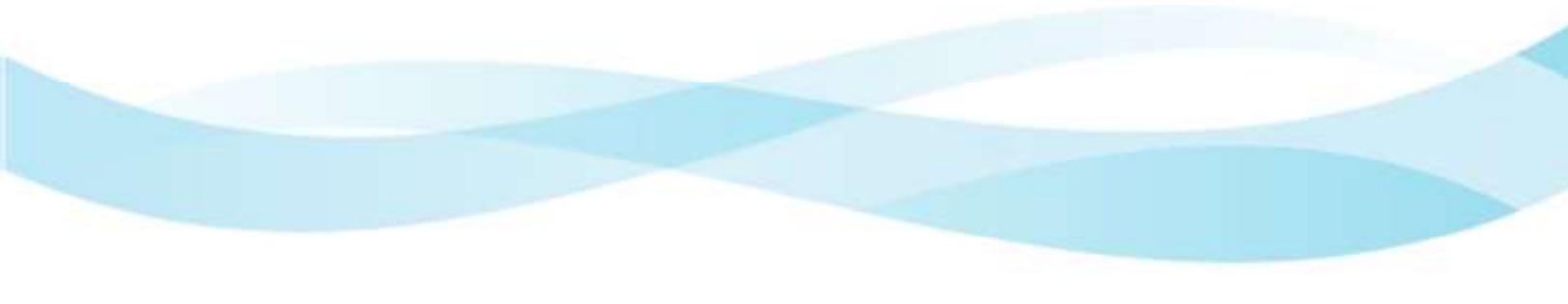
Strategies

- Counseling services are available through Firelands Counseling and Recovery Services Monday through Friday and Vivitrol Clinic is available each Friday. Clinic located on second floor of Mercy Health Willard Hospital.
- Firelands Counseling also provides SBIRT Program (Screening, Brief Intervention, Referral and Treatment) when appropriate in the Emergency Department and Primary Care at Mercy Health Willard.
- Mercy Health Willard Mental Health and Addiction workgroup will provide educational materials and training to physicians, staff and the community to enhance awareness of mental health and addiction issues.

Strategic measures

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

Community collaborations and resources available

- Firelands Counseling and Recovery Services
 - The Bellevue Hospital
 - Mercy Health Willard Hospital
 - Fisher-Titus Medical Center
 - Huron County Mental Health & Addiction Services 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
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INJURY AND VIOLENCE PREVENTION

Description

As detailed in the hospital's Community Health Needs Assessment Report:

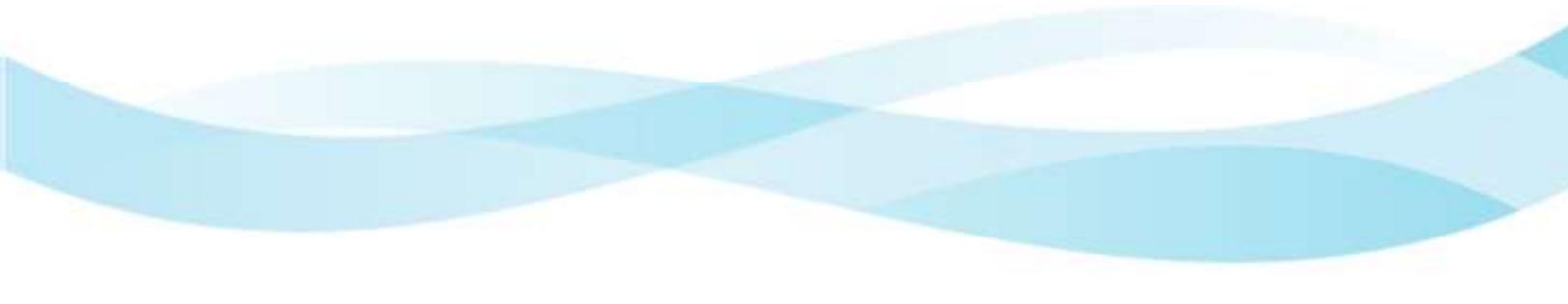
According to the Centers for Disease Control and Prevention (CDC), "Injury and violence affect everyone, regardless of age, race, or economic status. In the first half of life, more Americans die from violence and injuries — such as motor vehicle crashes, falls, or homicides — than from any other cause, including cancer, HIV, or the flu" (Centers for Disease Control and Prevention, 2017). In most recent national vital statistics data (2016), unintentional injuries were the third leading cause of death in the U.S., up one spot from 2015 (Kochanek, Murphy, Xu, Arias, 2017).

Although many people may accept unintentional injuries and violence as "accidents" or "part of life," violence and injuries are many times preventable. To prevent unintentional injuries and violence, and reduce their consequences. Youth drivers did the following while driving: wore a seatbelt (98%), ate (51%), talked on their cell phone (39%), drove while tired or fatigued (38%), texted (29%), used their cell phone other than for talking or texting (27%), used marijuana (3%), drank alcohol (2%), read (1%), used illegal drugs (1%), and applied makeup (1%). No one reported misusing prescription drugs.

Goal

Mercy Health Willard will not directly address this community need as other organizations in Huron County are specifically designed and better prepared to respond to this need through resources and experience. Mercy Health Willard will support them as needed.

Community collaborations and resources available

- Huron County Safe Communities Grant; Huron County Help Me Grow
 - Free trainings through the Family Safety and Healing
 - Willard Schools bullying program and mentorship program; Bellevue City Schools bullying and suicide prevention programs
 - HCPH's Care Seat and Baby Sleep Safe programs
 - School vulnerability checks and threat assessment protocols
 - Traffic safety blitzes
 - Hospital trauma coordinators
 - The Domestic Violence Shelter
 - Fisher-Titus helmet distribution program
 - Children's Advocacy Center
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- Start Talking Now Program
- Reach Our Youth
- Drug Abuse Resistance Education (D.A.R.E.)
- Victims assistance Multi-Disciplinary Intervention Team (MDIT)
- Norwalk Police Department's provision of active shooter programs
- Non-abusive physical and psychological intervention (NAPPI) training for Mercy Willard staff
- Non-violent crisis intervention (NVCi) training, and anger management groups through for Firelands Counseling and Recovery Services staff
- Batterers Intervention Program (BIP) through Firelands Behavioral Health
- Family Life Counseling Impact Program through Family Life Counseling
- Project Child Safe
- Safety Town
- Bike Rodeos (in Norwalk, Willard)

