



# 2022 Community Health Needs Assessment – Implementation Plan

Mercy Health Toledo – Tiffin Hospital

# 2023 – 2025 Community Health Needs Assessment – Implementation Plan

Mercy Health Toledo – Tiffin Hospital

Adopted by the Mercy Health North Board of Trustees,  
April 18, 2023

Mercy Health has been committed to the communities it serves for nearly two centuries. This long-standing commitment has evolved intentionally, based on our communities' most pressing health needs.

The following document is a detailed Community Health Implementation Plan for Mercy Health Tiffin. As a system, Mercy Health is dedicated to our Mission of extending the compassionate ministry of Jesus by improving the health and well-being of our communities and bringing good help to those in need, especially people who are poor, dying and underserved. We strive to create effective strategies to meet the health needs of our community.

Having identified the greatest needs in our community, the Community Health Implementation Plan ensures our resources for outreach, prevention, education, and wellness are directed towards opportunities where the greatest impact can be realized.

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Tiffin Hospital

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# Introduction

Mercy Health Toledo – Tiffin Hospital serves a broad geographic area encompassing Seneca County, Ohio. Mercy Health Tiffin Hospital serves the Seneca County, Ohio. Seneca County is a 553 square mile area in northwest Ohio. The Tiffin Hospital service area is composed of the following zip codes: 44802, 44807, 44809, 44815, 44818, 44828, 44830, 44836, 4841, 44845, 44853, 44831, 44867, and 44883.

Mercy Health Tiffin Hospital is a 35-bed acute care facility, offering family-centered health care with compassion. Our expert doctors, nurses and caregivers are committed to helping you be well in mind, body, and spirit.

Through advanced treatments and state-of-the-art technology, we've been meeting the health care needs of our community since we were founded by the Sisters of Mercy in 1913. Some services offered at Mercy Health Tiffin Hospital, include cardiology, general surgery, neurology, oncology, and orthopedics, among others.

The detailed process, participants, and results are available in Mercy Health Tiffin Hospital Community Health Needs Assessment, which is available at [Mercy.com](https://www.mercy.com)

This Community Health Needs Assessment Implementation Plan will address the prioritized significant community health needs through the CHNA. The Plan indicates which needs Mercy Health Tiffin Hospital will address and how, as well as which needs Mercy Health Tiffin won't address and why.

Beyond programs and strategies outlined in the plan, Mercy Health Tiffin Hospital 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 underserved. This includes providing care for all individuals regardless of their ability to pay.

The strategies in this Implementation Plan will provide the foundation for addressing the community's significant needs between 2023 – 2025. However, Mercy Health Tiffin Hospital anticipates that some strategies, and even the needs identified will evolve over that period. Mercy Health Tiffin Hospital plans a flexible approach to addressing the significant community needs that will allow for adaptation to changes and collaboration with other community agencies.

## **Community Served by the Hospital**

Mercy Health Tiffin Hospital serves a geographic area encompassing Seneca County, including cities of Alvada, Attica, Bascom, Bettsville, Bloomville, Flat Rock, Fostoria, Green Springs, Kansas, Melmore, New Reigel, Old Fort, Republic, and Tiffin. Patient data indicates that the primary service area of persons served at Tiffin Hospital reside in Seneca County, based upon the county of residence of discharged patients.

The demographic area served by the primary service area includes the following ethnic groups: Caucasian (94.6%) Black (2.6%) Hispanic (5%), Asian (0.8%), American Indian (0.3%) and some other race (1.8%). 17.5% of residents are in households below the federal poverty guidelines. 9.2% of persons under age 65 are without health insurance.

# Our Mission

As a system Mercy Health is dedicated to extending the compassionate ministry of Jesus by improving the health and well-being of our communities and bring good help to those in need, especially people who are poor, dying and underserved.

# Our Vision

Inspired by God's hope for the world, we will be a ministry where associates want to work, clinicians want to practice, people seek wellness and communities thrive.

# Our Values

## Human Dignity

We commit to upholding the sacredness of life and being respectful and inclusive of everyone.

## Integrity

We commit to acting ethically and modeling right relationships in all of our individual and organizational encounters.

## Compassion

We commit to accompanying those we serve with mercy and tenderness, recognizing that "being with" is as important as "doing for."

## Stewardship

We commit to promoting the responsible use of all human and financial resources, including Earth itself.

## Service

We commit to providing the highest quality in every dimension of our ministry.



# Executive Summary

## Background and Process

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 in the spring of 2019. That CHNA Report can be found at: <https://www.mercy.com/about-us/mission/giving-back/community-health-needs-assessment>

Mercy Health Tiffin Hospital leveraged three external data resources since the Seneca County data was collected before the COVID-19 global pandemic. Those resources utilized to inform the development of the CHNA are Metopio, County Health Rankings, and U.S. Census Bureau data. Additionally, Mercy Health Tiffin used consultants, FORVIS, to conduct key informant interviews in October 2022.

## Identifying Significant Needs

Significant health needs were identified based on common themes throughout key informant interviews and market data analysis. Where multiple stakeholders indicated there was significant need, that health concern was elevated. Once elevated, the need was validated through the quantitative data analysis. The community input drove the significant health needs and was supplemented by the quantitative market data.

Key themes from the informant interviews and market analysis centered around the top health concerns and barriers impacting the Tiffin community. The top health concerns included mental health, lack of personal ownership for lifestyle choices, drug and substance abuse, and weight management. Each of the community members felt that these were problems Mercy Health Tiffin Hospital could significantly impact, but there are multiple barriers hindering the hospital's ability to do so. The largest barriers sighted were fragmentation of the healthcare system, individuals' aversion to change, limited health education and literacy, and financial barriers.

# Implementation Plan

Mercy Health Tiffin Hospital is committed to addressing the prioritized significant health needs of the community through the strategies described in this Implementation Plan.

## Prioritized Significant Health Needs

The table below lists the prioritized significant health needs that were identified through the CHNA and specifies which needs Mercy Health Tiffin Hospital will address.

Prioritized Significant Health Needs	Hospital Addressing Need
Access to Health Care Services	No
Health Education / Literacy	Yes
Mental Health / Wellness	No
Drug / Substance Abuse	Yes
Chronic Disease	Yes

## Prioritized Significant Social Determinant of Health Needs Implementation Strategies

### Access to Healthcare Services

#### Description

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

Due to the nature and demographics of the rural environment, the lack of proximity to specialists and other healthcare providers is a barrier to the constituents within the county. Based on data and community feedback, there is also a sizable low-income population that struggles with appropriate access to healthcare services due to a lack of reliable transportation. Additionally, there is a deficit of primary care and specialist providers to serve the community. Within Seneca County, the ratios of primary care, dental, and mental health providers compared to the population are all below the Ohio state average. The county has a ratio of 2,904 residents per 1 primary care physician, whereas the Ohio state average is 1,291:1.

#### Goal

Mercy Health Tiffin does not have the resources to implement strategies to address this social determinant of health need at this time. However, Mercy Health Tiffin will support the work and strategies of the Seneca-Crawford Area Transportation (SCAT).

#### Community resources available

The existing healthcare facilities and other resources in the community that are available to meet the prioritized need include:

- Mercy Health Tiffin Hospital
- Seneca County General Health District
- Seneca County Agency Transportation (SCAT)
- ProMedica Fostoria Community Hospital

### Health Education / Literacy

#### Description

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

Promoting health education and providing health literacy opportunities will help create a more knowledgeable community that is able to successfully prevent certain health conditions. According to the 2022 Seneca County Community Health Needs Assessment, 11% of Seneca County adults were diagnosed with diabetes and that number increased to 26% for those over the age of 65.

### **Goal**

Increase diabetes awareness and improved diabetes self-management among Seneca County Adults through educational classes.

### **Expected impact**

Increased number of Seneca County adults attending workshop have a greater understanding of controlling diabetes.

### **Targeted populations**

- Seneca County adults diagnosed with diabetes and pre-diabetes.
- Seneca County adults who are interested in having a better understanding of diabetes self-management.

### **Strategies**

- Hold monthly diabetes workshops relevant to care and management of diabetes and maintain 30 participants at each meeting.
- Increase perceived confidence in diabetes self-management.

### **Strategic measures**

- Number of participants to complete program.
- 75% of participants have increased knowledge about diabetes through self-reported surveys.

### **Community collaborations**

There have been no community partners identified at this time.

### **Community resources available**

The existing healthcare facilities and other resources in the community that are available to meet the prioritized need include:

- Mercy Health Tiffin Hospital
- Seneca County General Health District
- ProMedica Fostoria Community Hospital

## **Prioritized Significant Social Health Needs Implementation Strategies**

### **Mental Health**

#### **Description**

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

Mental Health and wellness is a large community and individual health need impacting other social, emotional, and physical health needs. Poor mental health impacts lifestyle choices and plays an important role in the challenges associated

with personal motivation and individual health ownership many Seneca County residents are experiencing. Following the COVID-19 pandemic, mental health has risen as a top health concern as many people began to feel more isolated. Often, isolation can lead to worsening depression. 22.0% of Seneca County residents reported being depressed in 2019, which has increased over the course of the pandemic. Subsequently, 17.4% of Seneca County residents reported frequent mental distress. This may contribute to the elevated suicide rates in the community. Seneca County experiences 20.1 suicides per 100,000 people, whereas the Ohio average is 14.6. Seneca County does not have the appropriate access to mental health resources and mental health providers in the county to combat this issue due to long wait times, lack of outpatient services, and full patient panels.

### **Goal**

Addressing mental health is critical to Seneca County; however, at this time, Mercy Health Toledo – Tiffin Hospital will not be addressing this need. Mercy Health Toledo – Tiffin Hospital will support the work of the Mental Health and Recovery Services of Seneca, Sandusky, and Wyandot Counties.

### **Community resources available**

The existing healthcare facilities and other resources in the community that are available to meet the prioritized need include:

- Mental Health and Recovery Services of Seneca, Sandusky, and Wyandot Counties
- CARSA Coalition
- Firelands Counseling and Recovery Services Seneca County
- NAMI

## **Drug and Substance Abuse**

### **Description**

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

Drug and/or substance abuse has remained a top community issue within Seneca County for some time. The rates of drug overdose and suicide have both increased significantly. The drug overdose rate in Seneca County is 31 overdose deaths per 100,000 people. Additional substance use challenges are also prevalent, including excessive drinking and cigarette smoking. Many of these abuse challenges can be attributed to other health needs, such as poor mental health, family instability, lack of health literacy, or behavioral health decisions. The adequacy of SUD facilities to address the drug and substance use challenges is insufficient; many are at capacity or do not have the providers to address the crisis.

**Goal**

To continue distribution of naloxone kits in emergency department.

**Expected impact**

Increase the number of naloxone kits provided to Seneca County adults who are at risk of unintentional overdose.

**Targeted Population**

Seneca County adults who experience unintentional overdose.

**Strategies**

Support the work of Project Dawn by distributing naloxone kits in the emergency department.

**Strategic measures**

Number of kits distributed.

**Community collaborations**

- Project DAWN Seneca County

**Community resources available**

The existing healthcare facilities and other resources in the community that are available to meet the prioritized need include:

- Project DAWN
- Firelands Counseling and Recovery Services of Seneca County
- FACTOR
- Tiffin Fire & Rescue

## Prioritized Significant Clinical Health Needs Implementation Strategies:

### Chronic Disease

**Description**

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

Chronic diseases such as high blood pressure and diabetes plays a critical role in the overall health of a community. 38.7% of adults in Seneca County are obese, 32.5% have high blood pressure, and 11% of Seneca County adults have diabetes.

**Goal**

Focus on prevention of chronic illnesses of adults in Seneca County.

### **Expected impact**

Reduction of the percentage of chronic illnesses in adults in Seneca County.

### **Targeted populations**

Adults with chronic conditions.

### **Strategies**

Mercy Health Toledo – Tiffin Hospital offers the Complete Health Improvement Program twice per year. Each session is nine weeks and teaches behavior changes and self-discovery learning tools. The program helps participants make lifestyle changes to reduce chronic conditions.

- **In 2023:** Collect baseline of participants to complete program and improve BMI, weight, blood pressure, blood sugar, and cholesterol.
- **In 2024:** Improve number of participants completing program by 5% of baseline and improvement in BMI, weight, blood pressure, blood sugar, and cholesterol by 5% baseline.
- **In 2025:** Improve number of participants completing program by 10% of baseline and improvement in BMI, weight, blood sugar, blood pressure, and cholesterol by 10% of baseline.

### **Strategic measures**

- Number of participants who complete the program.
- Number of participants with decrease in BMI, weight, blood pressure, blood sugar and cholesterol.

### **Community collaborations**

There have been no community partners identified at this time.

### **Community resources available**

The existing healthcare facilities and other resources in the community that are available to meet the prioritized need include:

- Seneca County General Health District
- Health Partners of Western Ohio, Tiffin Community Center
- ProMedica Fostoria Community Hospital

# Board Approval

The Mercy Health Toledo – Tiffin Hospital 2023 Community Health Improvement Plan was approved by the Mercy Health North Board on April 18, 2023.

Board Signature *Kimberly B. Wells*

Date *April 25, 2023*

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Mercy Health CHIP Website: <https://www.mercy.com/about-us/mission/giving-back/community-health-needs-assessment>