



# Mercy St. Charles Hospital 2014-2016 Community Health Needs Assessment Implementation Plan

## **IDENTIFYING INFORMATION**

Hospital Name: Mercy St. Charles Hospital (MSCH)

Primary Address: 2600 Navarre Avenue, Oregon, Ohio 43616

Satellite Unit: Arrowhead Surgery Center, 1360 Arrowhead Drive, Maumee, Ohio 43537 (Lucas County) – Outpatient Surgery services

Implementation Strategy Tax Year: 2014

Tax Identification Number: 34-4445373

Chief Executive Officer: Jacalyn Liebowitz

Report Preparer: Sr. Dorothy Thum, RSM, Senior Vice President, Missions & Values Integration

Date Implementation Strategy Approved by the Board: **09-24-2013**

## **Introduction**

Mercy St. Charles Hospital (“MSCH”, “Hospital”), established in 1953 has been providing for the healthcare needs of Toledo's eastern communities. A 390-bed Level III trauma center, St. Charles is the preferred hospital for Toledo's eastern communities and serves residents of Oregon, East Toledo and Lucas, Wood and Ottawa counties. St. Charles provides a comprehensive range of inpatient and outpatient care. St. Charles offers a homelike maternity center, a comprehensive cancer center, acute inpatient rehabilitation services and a women's health center. With a modern facility, St. Charles takes a leadership role in providing quality care and community development. Every decision that MSCH makes is centered on staying in accord with the Hospital Mission.

## **HOSPITAL MISSION STATEMENT**

MSCH, a member of Catholic Health Partners, has the following Mission:

***Mercy extends 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

## **Prioritization of Health Needs**

MSCH is an active member of Healthy Lucas County, a collaborative strategic planning process involving many community agencies and coalitions from various sectors, developed a Community Health Needs Assessment ("CHNA") conducted for Lucas County and surrounding areas to assess and identify the Health Needs of the community. The detailed process, participants and results are available in MSCH's Community Health Needs Assessment Report which is available on Mercy's website.

This Implementation Plan will specify solutions that MSCH has chosen to implement that will help address the community needs identified by the CHNA, as well as which community needs MSCH will not address and explanation as to why we will not address them.

Health-related data was collected for Lucas County adults (19 years of age and older), youth (in grades 5-12), and children (ages 0-11) during the county-wide health assessment survey in 2011. The findings were based on responses from a random sample of persons and/or parents or guardians who received and returned self-administered surveys based on 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) and the National Survey of Children's Health (NSCH) developed by the Child and Adolescent Health Measurement Initiative. 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. These data findings for children, youth and adults were presented at a community event in February 2012.

*The following 5 priorities have been identified by Healthy Lucas County as the most pressing health issues for the Lucas County community:*

### **1. Address Health Disparities**

Identify and address persistent health disparities by partnering with other agencies to improve employment, housing, and health care access issues for those most in need. MSCH will partner with local agencies to improve persistent health issues and disparities through enhanced economic stability.

- Increase key leadership awareness of the links between economic stability and health status.
- Address adult health disparities based on income, race, and ethnicity by improving access to care and collaborating with community partners to improve the economic and environmental conditions in the community.
- Chronic disease and risk factor management
- Stable/adequate jobs and housing
- Access to care

### **2. Promote Healthy Living for all Lucas County Residents**

Promote healthy living, optimum body weight and a reduction in chronic diseases by increasing access to fresh fruits, vegetables and physical activity for adults, youth and children.

- Weight Management - Decrease the rate of adults, youth, and children who are overweight or obese by body Mass Index (BMI)
- Physical Activity - Increase rates of regular participation in physical activities
- Nutrition - Increase the percentage of adults who eat five or more servings of fruits and vegetables daily

### **3. Decreasing rate of Cardiovascular Diseases and Cancers**

Improve health by decreasing the rate of cardiovascular diseases and cancers by reducing a leading risk factor, the rate of tobacco use by adults and youth.

- Cigarettes, alternative tobacco products, and chewing tobacco

### **4. Increase Youth/Children Safety**

Increase the safety of Lucas County youth and children by decreasing the incidence of bullying and youth involved in multiple risky behaviors including alcohol and drug use/misuse and being sexually active.

- Youth, Child Safety/Bullying
  - Decrease the rates of bullying incidents reported by youth in grades 6-12
  - Decrease the rates of youth dating violence
  - Decrease the percentage of youth carrying weapons

- Decrease the rates of group violence
- Decrease the rates of bullying incidents and increase bullying prevention efforts for children ages 6-11 years
- Date rape
- Unsafe neighborhoods
- Safety in and out of school
- Youth Substance Abuse
  - Decrease the rates of youth alcohol, tobacco, other drug use
  - Tobacco, alcohol, marijuana use
  - Prescription drug misuse
  - Multiple risk factors for teens
- Youth Sexual Health
  - Increase the age of onset of sexual intercourse
  - Increase the rate of youth practicing safer sexual health practices
  - Age of onset
  - Multiple partners
  - Contraception/safe sex

## **5. Increase Access to Care**

Improve quality of life and overall health by increasing access to primary health and dental care for adults, youth and children.

- Child Health & Dental Care Utilization
- Usual source of primary care physician and dentist
- Increase the rate of children who have a primary care physician
- Increase the proportion of children going to the dentist
- Decrease the rates of asthma for children
- Improve the asthma management for children
- Increase child immunization rates

## **Addressing the Prioritized Needs of Lucas County**

MSCH's leadership has developed the following Implementation Plan within the context of the hospital's overall strategic plan, and the availability of finite resources. The Plan identifies specific activities and services that directly address Lucas County health priorities, and are intended to positively impact the communities it serves.

### **Health Disparity**

#### **Implementation Activities:**

- MSCH will continue to support the system wide initiative by the Catholic Health Partners of transforming its primary care practices and clinics to Patient Centered Medical Homes. This is a very unique model of health care because it addresses all five of the identified priorities: we are

bringing the hospital into the community for home visits with patients in an attempt to remove barriers to Access to health care and addressing the patient's specific needs. Our physicians also focus on smoking cessation, and other pressing needs to encourage healthier living within the community.

- MSCH will continue its Healthy Connections Pathways Program to address the high incidence of birth defects, premature births and infant mortality in the community, by working with high risk pregnant women to coordinate the appropriate care.
- MSCH will continue its Pharmacy Voucher Program including disease Prevention, designed to provide newly discharged patients who are unable to fill their medication prescriptions because of cost, to receive their medications free of charge so they are able to regain and retain an optimal health status.
- MSCH will continue its Cab Voucher Program, to provide safe transportation for patients that are unable to pay for transportation.
- MSCH will continue its partnership with Cardinal Stritch Catholic High School and Kateri Catholic Academy, to be the Catholic Academy Health Care Provider, in order to meet the health care needs of their students.

## **Healthy Living**

### **Implementation Activities:**

- MSCH will continue to be a key partner in collaboration with ProMedica and University of Toledo Medical Center to support the Fostering Healthy Communities Initiative, designed to offer financial support to various initiatives in the community that are designed to address prioritized community health needs.
- MSCH in conjunction with the YMCA and United way will continue to support the city wide Live Well of Greater Toledo program. The purpose of the program is to improve nutrition & physical activity through policy, system, and environmental changes. A key initiative of the program is the Healthy Corner Store Initiative.
- MSCH will continue to offer the Mercy Kids in Action Program that is in collaboration with Kohl's, United Way, Toledo Public Schools, and Diocese of Toledo Schools. The program focuses on childhood obesity prevention through physical activities after school, as well as nutrition education at schools, community events, and health fairs focusing on 4 key messages:
  - Drinking water instead of sugary beverages
  - Eating healthy snacks
  - Getting adequate sleep
  - Participating in physical activities each day
- MSCH will continue its relationship with Central Catholic High School supporting the Mercy Go Program. A daylong camp that promotes physical activity among children and engaged families, in an effort to highlight the importance of healthy living.
- MSCH will continue to run the Hope for Families Peer Mentoring Program, a program that provides a peer mentor to parents that abuse alcohol and other drugs. The mentor assists parents to enroll in services identified in their case plan, in addition they take the parent to meetings, appointments, accompanies the parent at drug court, and other activities where support is needed.

## **Decrease Cardiovascular Diseases and Cancers**

### **Implementation Activities:**

- MSCH through its Patient Centered Medical Home addresses Tobacco Cessation and prevention, as well as chronic diseases during visits with patients.
- MSCH will continue to offer Tobacco Cessation classes through the Hope for Families Program.
- MSCH is a key partner in the Northwest Ohio Tobacco Coalition along with Toledo-Lucas County Health Dept., St. Luke's Hospital and ProMedica Toledo Hospital, that is focusing on an initiative to initiate smoking cessation among pregnant women in Lucas County, in addition to educating school aged children and youth.
- MSCH will continue to provide Cancer Health Oncology Screenings to the community in an effort to detect cancerous or pre-cancerous lesions in earlier stages to be addressed in a timely manner.
- MSCH will continue to offer the Mercy Mammogram Assistance Program in conjunction with Susan G. Komen of Northwest Ohio, this is a program that is designed to give financial assistance to those in need of a mammogram but may not have the financial means to pay for the exam.

## **Youth/Children Safety**

### **Implementation Activities:**

- MSCH will continue to support the initiatives of the Lucas County Suicide Prevention Coalition, partnering with many community partners including: ProMedica, University of Toledo, Mental Health and Recovery Services Board of Lucas County, Cenpatico, U.S. Dept. of Veteran Affairs, National Alliance on Mental Illness, Lutheran Social Services of Northwestern Ohio. The Lucas County Suicide Prevention Coalition (LCSPC) is a group comprised of counselors, social workers, teachers, social service agencies, faith-based partners, businesses, and citizens united in addressing the various issues of suicide throughout Northwest Ohio. The focus of the Coalition is to:
  - Raise awareness around suicide issues
  - Provide trainings and education on general prevention methods
- MSCH will continue to support the Healthy Connections Home Visitation, intended to help reduce the incidence of child abuse and neglect in the community.
- MSCH will continue to support the Healthy Connections Positive Choices Program, in collaboration with the Ohio Department of Health, Toledo Public Schools, and Diocese of Toledo Schools. The program provides in school programs for youth related to bullying, character development, respect & responsibility, and healthy relationships.

## **Access to Care**

### **Implementation Activities:**

- MSCH will continue to support the CareNet Program, in collaboration with the Hospital Council of Northwest Ohio. CareNet is a community program designed to provide access to healthcare for adults with no insurance by connecting them to providers who will accept CareNet in the following areas at no cost to the patient:
  - Primary Care
  - Specialty Care

- Dental Care
  - Eye Care
- MSCH will continue to offer the Mobile Health Van, which provides health screenings for the community, including health screenings for the summer migrant camps.
- MSCH will continue to support its Mercy Healthy Tomorrows Program, designed to assist families and children with special health care needs to identify and access a medical home, which improves the quality of life for children with life limiting and life threatening illnesses.
- MSCH will continue to offer the Mercy Outreach Program, designed to provide social support to members of the community who are considered to be at risk of poor health outcomes and/or suffer from chronic conditions, by way of home intervention efforts that accomplish the following:
  - Teach patients coping skills to prevent re-hospitalization
  - Provide resources (pharmaceutical, transportation, housing)
  - Develop support system for patients

## **Implementation and Monitoring Responsibility**

Within MSCH, the Senior Vice President of Missions & Values Integration and the newly developed Community Health Needs Committee will have primary responsibility for monitoring and tracking the Implementation Plan. An annual report will be published and provided to the Board of Directors and made available on Mercy's website. In the future, MSCH will be providing annual updates to the Implementation Plan at the end of fiscal years 2014, 2015 and 2016. In 2016, it will update the Community Health Needs Assessment.