

COMMUNITY HEALTH NEEDS ASSESSMENT IMPLEMENTATION STRATEGY

Mercy Health – Clermont Hospital

IDENTIFYING INFORMATION

Hospital Name: Mercy Hospital Clermont dba Mercy Health – Clermont Hospital

Primary Address: 3000 Hospital Drive, Batavia, Ohio 45103

Implementation Strategy Tax Year: 2014

Tax Identification Number: 31-0830955

Chief Executive Officer: Jeff Graham, President, and Market Leader-East Region

Date Implementation Strategy Approved by Board: _____

Due Date for Form 990 Filing that Includes Implementation Strategy: _____

PRIORITIZATION OF HEALTH NEEDS

The county level results of HCAN's *A Community Health Needs Assessment for Southwest Ohio and Southeast Indiana* were supplemented with additional data from the following sources:

- "By the Numbers," Mental Health Advocacy Coalition.
- Cancer Incidence and Mortality; Ohio Cancer Incidence Surveillance System.
- Chronic Disease Indicators; State/Area Profile; CDC's National Center for Chronic Disease Prevention and Health Promotion; <http://apps.nccd.cdc.gov> accessed September 4, 2012.
- Clermont County Vital Statistics; Clermont County General Health District.
- County Health Rankings & Roadmaps; www.countyhealthrankings.org
- Diagnoses for All Hospital Admissions per Service Area (by zip code); Ohio Hospital Association.
- Mercy Health Self-pay and Charity Financial Classes Seen in the Emergency Departments, 2011.
- Policy Brief: Mental Health in Ohio; Health Policy Institute of Ohio, September 2009.
- Top 10 Causes of Death in Cincinnati, 2001-2007, City of Cincinnati.

Priorities were established among identified health needs using a multi-level process incorporating the perspective of major stakeholders in the local community as defined in the IRS Notice and are relevant to the hospital's defined service area. Local community leaders were invited to join hospital leaders and regional representatives for one scoring session. They were provided a list of health needs, conditions, or issues with data from HCAN's report and the sources above, as relevant.

This process involved the scoring of each identified health need based on selected key criteria. Each criterion was also assigned a weight based on its relative importance in relation to the other key criteria. This scoring method created a rank order among the identified health needs.

IDENTIFIED COMMUNITY HEALTH PRIORITIES

- Mental Health
- Obesity
- Smoking
- Access to Care
- Diabetes

Mental Health

Initiate a collaborative care model structured like the IMPACT program as developed by The University of Washington. This model will be developed and implemented within the 2013 /2014 time frame.

The model consists of five essential elements:

Collaborative care is the cornerstone of the IMPACT model

- The patient's primary care physician works with a care manager to develop and implement a treatment plan (medications and/or brief, evidence-based psychotherapy)
- Care manager and primary care provider consult with psychiatrist to change treatment plans if patients do not improve

Depression Care Manager - This may be a nurse, social worker or psychologist and may be supported by a medical assistant or other paraprofessional. The care manager:

- Educates the patient about depression
- Supports antidepressant therapy prescribed by the patient's primary care provider if appropriate
- Coaches patients in behavioral activation and pleasant events scheduling
- Offer a brief (six-eight session) course of counseling, such as Problem-Solving Treatment in Primary Care
- Monitors depression symptoms for treatment response
- Completes a relapse prevention plan with each patient who has improved

Designated Psychiatrist:

- Consults to the care manager and primary care physician on the care of patients who do not respond to treatments as expected

Outcome measurement:

- IMPACT care managers measure depressive symptoms at the start of a patient's treatment and regularly thereafter. Consideration will be given to the PHQ-9 as a measurement tool.

Stepped care:

- Treatment adjusted based on clinical outcomes and according to an evidence-based algorithm
- Aim for a 50 percent reduction in symptoms within 10-12 weeks
- If patient is not significantly improved at 10-12 weeks after the start of a treatment plan, change the plan. The change can be an increase in medication dosage, a change to a different medication, addition of psychotherapy, a combination of medication and psychotherapy, or other treatments suggested by the team psychiatrist.

Source: (<http://impact-uw.org>)

Obesity

Realizing that obesity is a growing concern locally as well as nation-wide, Mercy Health made an early commitment to promote healthy weight and lifestyles among its employees.

- HealthPlex Memberships - Every employee of Mercy Health – Clermont Hospital, Clermont counties' seventh largest employer, has been offered a free membership to their HealthPlex facilities, state-of-the art fitness and wellness facilities located in convenient suburban locations. Additionally, employee family members and hospital volunteers are offered substantial membership discounts.
- Further, work-place weight management classes and other educational and participatory opportunities (such as the Virgin Health Miles and Know Your Number programs) are offered to employees on a regular basis.
- The Wellness Discovery Program offered through the HealthPlex, is a five-week beginner wellness program that introduces safe and effective movement, nutrition and stress management. Comprised of 10 interactive sessions led by a certified fitness professional, the program will give the guidance, knowledge and confidence a person needs to integrate healthy habits into their lifestyle successfully. Through the program, they will have the opportunity to lose weight, improve your balance and increase your strength.

- To evaluate its positive impact on health, the program uses metrics including weight, blood pressure, body mass index (BMI), the six-minute walk test, the Patient Activation Measurement (PAM) - a quality of life questionnaire and a PAVS score.
- After completing the Wellness Discovery program, you can continue your wellness journey in a Be Well support group. These groups, which are open to everyone, provide ongoing guidance, accountability and support in a small group environment. Many graduates of the Wellness Discovery Program have joined the Be Well support groups to continue their wellness efforts.
- Support groups meet once a week for an hour and highlight a different topic each week. Topics include:
 - How to make exercise fun
 - Nutrition (healthy eating vs. dieting)
 - Diabetes
 - Resistance and strength training
 - Mind/body fitness and emotional wellness

Smoking

As a health care employer, Mercy Health has long been a proponent of smoking cessation and respiratory health. This view has carried forward to our employment practices and benefit design.

- Taking a stand as an accountable employer, Mercy Health – Clermont Hospital has:
 - Disallowed all smoking on the hospital campus for both employees and patients / visitors
 - Maintains a strict HR policy that screens employment candidates for tobacco use and does not hire persons using those products
 - Offers smoking cessation opportunities and provides payment for smoking cessation products for existing tobacco using employees hired previous to these prohibitions
- All Mercy Health employees plus spouses and dependents over the age of 18 that are enrolled in our medical plan can take advantage of the Quit For Life program,

The quitting plan includes:

 - Quit Coach: Expert phone support and assistance whenever you need it.
 - Quitting Aids: You will get help to decide which type, dose and duration of nicotine substitute or medication that is right for you.
 - Nicotine Replacement Therapy: Free eight (8) weeks of patch or gum mailed directly to your home, if appropriate.
 - Quit Guide: You'll receive an easy-to-use printed workbook you can reference in any situation to help you stick to your plan.

- Web Coach: You'll have access to a private, online community where you can track progress, watch videos and participate in discussions with others in the program.
- Text2Quit: Supportive text messages on your mobile phone to help you prepare to quit, use medications correctly, manage urges and avoid relapse.

Access to Care

Mercy Health – Clermont Hospital has made investments in this priority area for years and will continue to do so going forward. Significant programs include:

- Health Partnership Program – In 2012, Clermont Hospital contributed \$108,836 in financial support to this program. The Health Partnership Program links the uninsured working poor (<200% FPL) with physicians in private practice who agree to treat patients for a modest co-pay. An annual pharmaceutical benefit is provided, also with a small co-pay, at a discount through The Kroger Company. The Program staff conduct all eligibility screening and provide a membership card. The membership card is recognized by the staff in the physician's office and at the pharmacy, and so there is no stigma of a patient being treated as a 'charity case.' The primary beneficiaries are the working poor, between the ages of 19 and 65. For the majority of Health Partnership Program members, their only recourse is an Emergency Department in a hospital or, in some communities, a clinic. Not all communities in greater Cincinnati have a local clinic. Many members were previously turned away by physicians and/or clinics when they could no longer pay their bills. The Health Partnership Program operates in three counties and identifies physicians in the member's county. The enrollment process is easy and simple. A new member can access the prescription benefit on the day of enrollment. Physicians like the program because patients have prescription assistance and because there is no paperwork for their office staff. The members like it because they can maintain or improve their health and they are treated no differently than other private-pay patients. Most members participate temporarily. By staying healthy, they are able to improve their employment status. They move on to better jobs with health care insurance and retain the same physician. The Program counts non-traditional sources of income, like unreported pay from home-based businesses. The members receive assistance from a 'partner' who educates and advocates on their behalf. Members receive personal help to access pharmaceutical products/discounts; specialty clinics; social services; mental health services; and hospital services.

- Outreach Center – Operates out of two locations in our service area and utilizes a full time R.N. to conduct health assessments and medication checks, present classes on various health topics and making referrals to affiliated Mercy Health Physicians providers. In 2012, this program was funded at \$143,961.
- Emergency Department Medical Home Advocate – finds primary care physicians for those without medical care. Coordinate resources and data collection.

Diabetes

In greater Cincinnati, as part of the Robert Wood Johnson Foundation's Aligning Forces for Quality, a special focus has been placed on improving outcomes for people with diabetes. A majority of community based primary care physicians are now voluntarily reporting their population level outcomes for people with diabetes towards the goal of improving A1C scores. As a community, we have moved from 15% compliance with all five measures to 31% compliance.

Diabetes related initiatives specific to Mercy Health Clermont Hospital's community include:

- Pre-diabetes classes
 - Pre-diabetes is a condition that forms before diabetes. It means that blood sugar levels are higher than normal but aren't high enough to be diagnosed as diabetes. Usually a fasting blood sugar level of 100-125 mg/dl indicates pre-diabetes. Pre-diabetes is a warning sign that allows people to take action to prevent or delay the onset of Type 2 diabetes. Diabetes educators who are also registered dietitians teach Mercy Health's pre-diabetes classes. Each class includes information on making healthy food choices, exercise and blood sugar control, monitoring blood sugar levels.
- Health assessments, medication checks and educational events through our Outreach Center locations in Batavia and Felicity