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

IDENTIFYING INFORMATION

Hospital Name: Mercy St. Anne Hospital (MSAH)

Primary Address: 3404 W. Sylvania Avenue, Toledo, Ohio 43623

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

Implementation Strategy Tax Year: 2014

Tax Identification Number: 31-1556401

Chief Executive Officer: Brad Bertke

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. Anne Hospital ("MSAH", "Hospital"), established in 2002, has made incredible strides to meet the needs of the growing number of patients choosing St. Anne, the hospital has increased its beds by 37%, bringing the total number of staffed beds to 100. St. Anne also added two Operating Rooms bringing the total to six. An Emergency Department expansion brought the total ED beds to 26. In 2008, the Mercy Cancer Center at St. Anne opened offering individualized service dedicated to healing the whole person: mind, body and spirit. Every decision that MSAH makes is centered on staying in accord with the Hospital Mission.

HOSPITAL MISSION STATEMENT

MSAH, 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

MSAH 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 MSAH's Community Health Needs Assessment Report which is available on Mercy's website.

This Implementation Plan will specify solutions that MSAH has chosen to implement that will help address the community needs identified by the CHNA, as well as which community needs MSAH 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. MSAH 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

MSAH'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:

- MSAH 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.

- MSAH will continue to support the Mercy Sleep Center: Consultations and CPAP Donation Program, designed to provide individual psychotherapy consults to patients without financial resources or insurance, for behavioral treatment of sleep disorders. For patients with sleep apnea we developed a CPAP and BPAP machine donation program, to help provide our patients with little to no resources with a machine to address their conditions.
- MSAH will continue to provide the Prescription for Indigent Patients Program, designed to provide emergency prescription medication for indigent patients seen at MSAH.

Healthy Living

Implementation Activities:

- MSAH 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.
- MSAH 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.
- MSAH 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
- MSAH 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.
- MSAH 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:

- MSAH through its Patient Centered Medical Home addresses Tobacco Cessation and prevention, as well as chronic diseases during visits with patients.
- MSAH will continue to offer Tobacco Cessation classes through the Hope for Families Program.

- MSAH 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.
- MSAH 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.
- MSAH 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:

- MSAH 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
- MSAH will continue to support the Healthy Connections Home Visitation, intended to help reduce the incidence of child abuse and neglect in the community.
- MSAH 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.
- MSAH will continue to offer Safe-sitter classes, an educational program that teaches teenagers safe practices for childcare, in order to reduce incidence of child abuse and reduce the rate of unintentional injury to children.

Access to Care

Implementation Activities:

- MSAH 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

- MSAH 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.
- MSAH 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 MSAH, 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, MSAH 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.