



# 2017-2019 Community Health Needs Assessment Implementation Plan

ADOPTED BY THE MERCY HEALTH TOLEDO BOARD OF TRUSTEES, DEC., 2016

**MERCY HEALTH — TIFFIN HOSPITAL**

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A Catholic healthcare ministry serving Ohio and Kentucky

# Table of contents

<b>INTRODUCTION</b> .....	2
Community served by hospital.....	2
Mission statement.....	2
<b>EXECUTIVE SUMMARY</b> .....	3
<b>Background and processes</b> .....	3
1. Seneca County Health Alliance—Collaborating Partners .....	3
<b>IDENTIFYING SIGNIFICANT NEEDS</b> .....	4
<b>IMPLEMENTATION PLAN</b> .....	5
<b>Prioritized significant needs</b> .....	5
<b>Implementation strategies</b> .....	5
1. Adult and youth mental health .....	5
2. Preventive health (adult and youth nutrition).....	6

# Introduction

Mercy Health Tiffin Hospital (“Tiffin Hospital”) is a 59-bed, full-service hospital providing inpatient, outpatient and ancillary healthcare services. Tiffin Hospital, along with local health, education, social service, nonprofit and governmental agencies, participated in a Community Health Needs Assessment (“CHNA”) conducted for Seneca County and surrounding areas. The detailed process, participants and results are available in Tiffin Hospital’s Community Health Needs Assessment which is available on [mercy.com](http://mercy.com).

This Community Health Needs Assessment Implementation Plan will address the significant community needs identified through the CHNA. The plan indicates which needs Tiffin Hospital will address and how.

Beyond the programs and strategies outlined in this plan, Tiffin Hospital will address the healthcare 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 2017 and 2019. However, Tiffin Hospital anticipates that some of the strategies, tactics and even the needs identified will evolve over that period. Tiffin Hospital 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

Tiffin Hospital serves a geographic area encompassing Seneca County and the cities of Alvada, Attica, Bascom, Bettsville, Bloomville, Flat Rock, Fostoria, Green Springs, Kansas, Melmore, New Riegel, Old Fort, Republic and Tiffin. Based upon the county of residence of discharged

inpatients, most live in Seneca County. This primary service area includes the following ethnic groups: 94.6% Caucasian, 2.6% African American, 5% Hispanic, 0.8% Asian, 0.3% American Indian and 1.8% from other races. 17.5% of residents are in households below the federal poverty level. 9.2% of people under age 65 have no health insurance.

Seneca County has a total area of 553 square miles. Adjacent counties include Sandusky, Huron, Crawford, Wyandot, Hancock and Wood. Contiguous ZIP codes included in the community served by Tiffin Hospital include 44802, 44807, 44809, 44815, 44818, 44828, 44830, 44836, 4841, 44845, 44853, 44831, 44867 and 44883.

## 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’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

# Executive summary

## BACKGROUND AND PROCESS

The CHNA process for Seneca County, Ohio, was to identify community health status and concerns by including adults (age 19 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 (HCNWO) 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 and included a written survey of adults and adolescents within Seneca County, Ohio. Active engagement of community members throughout the planning process is regarded as an important step in completing a valid needs assessment. From the beginning, community leaders were actively engaged in the planning process and helped define the content, scope and sequence of the study.

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 met with staff members from the HCNWO. They discussed 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. Most 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 HCNWO conducted a series of meetings with the planning committee from Seneca County. During these meetings, banks of potential survey questions from the BRFSS and YRBSS surveys were reviewed and discussed. Based on input from the Seneca County planning committee, the project coordinator composed drafts of surveys containing 112 items for the adult survey and 76 items for the adolescent survey. The drafts were reviewed and approved by health education researchers at the University of Toledo.

## SENECA COUNTY HEALTH ALLIANCE— COLLABORATING PARTNERS

The hospital collaborated with the following organizations as part of the process of conducting the needs assessment:

- Firelands Counseling and Recovery Services
- Fostoria Community Schools
- Fostoria United Way
- Hospital Council of Northwest Ohio
- Mental Health and Recovery Services Board of Seneca, Sandusky and Wyandot Counties
- Seneca County Children and Family First Council
- Seneca County Health Alliance
- Seneca County Health Department
- Tiffin City Schools
- Tiffin-Seneca United Way

## Identifying significant needs

Members of the Community Health Improvement Plan committee organized by the Seneca County Health Alliance, reviewed many sources of information concerning the health and social challenges faced by Seneca County adults, youth and children. They determined priority issues that could be addressed to improve future outcomes, determined gaps in current programming and policies, and examined best practices and solutions.

To facilitate the Community Health Improvement Process, the Seneca County Health Alliance and local hospitals invited key community leaders to participate in an organized process of strategic planning to improve the health of county residents. The Mobilizing for Action through Planning and Partnerships (MAPP) process was used. In 2016, the Seneca County Health Alliance met five times, in March, May, July, September and December, and completed the following planning steps:

1. Initial meeting: Reviewed process and timeline; finalized committee members; created or reviewed vision
2. Chose priorities: Used quantitative and qualitative data to prioritize target areas
3. Ranked priorities: Ranked community health problems based on magnitude, seriousness of consequences and feasibility of correcting
4. Assessed resources: Determined existing programs, services and activities in the community that address the priority target impact areas; looked at the number of programs that address each outcome, the geographic area served.
5. Determined forces of change and community themes and strengths: Administered open-ended questions to the committee on community themes and strengths
6. Performed a gap analysis: Determined existing discrepancies between community needs and viable community resources to address local priorities; identified strengths, weaknesses and evaluation strategies; identified strategic actions
7. Assessed local public health: Reviewed the local public health system assessment with committee
8. Reviewed best practices: Reviewed, in addition to best practices, proven strategies, evidence continuum and feasibility continuum

9. Developed a draft plan: Reviewed all steps taken and recommended actions based on one or more of the following: enhancing existing efforts, implementing new programs or services, building infrastructure, implementing evidence-based practices, and the feasibility of implementation

The Seneca County Health Improvement Plan was presented to the community in January, 2017. Any additional input received from the meeting will be taken into account when determining implementation strategies to address those prioritized needs.

Tiffin Hospital leaders compared their current service offerings with the findings from the community surveys, the 2016 Seneca County Health Assessment and the feedback from the CHIP committee members. The hospital also considered the incidence rates in which hospital patients are treated for mental health, substance abuse and preventive health issues. Hospital leaders determined the areas with the opportunities for the greatest impact.

The process of performing the CHNA, the data sources consulted, development of top priorities and the list of participants is explained in detail in Tiffin Hospital's CHNA, which is available at [mercy.com](http://mercy.com).

# Implementation Plan

Tiffin Hospital continues to work with other county agencies and is committed to developing a county-wide CHIP. While that plan is still being finalized, Tiffin Hospital is committed to addressing community health needs through the strategies and tactics described in this implementation plan. Hospital efforts will be in alignment with the overall CHIP.

## PRIORITIZED SIGNIFICANT COMMUNITY HEALTH NEEDS

The table below lists the significant community needs identified through the CHNA and specifies which needs Tiffin Hospital will address.

Prioritized significant community health need	Addressed by hospital
Adult and youth mental health.....	Yes
Preventive health (adult and youth nutrition) .....	Yes

## IMPLEMENTATION STRATEGIES

### ADULT AND YOUTH MENTAL HEALTH

#### Description

As detailed in Tiffin Hospital's Community Health Needs Assessment:

- In 2016, 6% of Seneca County adults considered attempting suicide, and 3% of adults reported attempting suicide in the past year.
- 16% of Seneca County adults had a period of two or more weeks when they felt so sad or hopeless nearly every day that they stopped doing usual activities. This is an increase compared with 13% in 2009 and 2013.
- In 2016, 14% of Seneca County youth considered attempting suicide and 7% actually attempted suicide in the past year.
- 27% of Seneca County 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. The 2013 YRBS reported a rate for this measure of 26% for Ohio and 30% for the U.S.

#### Goal

Increase awareness of adult and youth mental health issues of Seneca County.

#### Expected Impact

Reduction of the incidence of mental health, suicide and substance abuse issues in adults and youth of Seneca County

#### Targeted Populations

Seneca County, with emphasis on adults and youth with mental health concerns

#### Strategies

- Providers at Mercy Health Tiffin Hospital are alert to problems and provide referrals when appropriate. Emergency room providers screen for mental health concerns.
- Counseling services are available through Firelands Counseling and Recovery services. Tiffin Hospital provides a safe site for after hours.
- Firelands Counseling and Recovery provides ongoing education and training for all emergency department personnel through the program Mental Health First Aid for Healthcare Workers.
- In 2017-18, Firelands/Mercy Health Tiffin Hospital plan to implement with ER personnel a program called Screening, Brief Intervention and Referral to Treatment program (SBIRT).

#### Strategic Measures

- Track the number of referrals and education provided for adults and youth referred for counseling or addiction services by Mercy Health Tiffin Hospital.
- Track the number of referrals to the SBIRT program at Firelands Counseling and Recovery Services.

#### Community Collaborations and Resources Available

Other resources available to address the mental health and suicide needs of the community include:

- Mental Health and Recovery Services Board of Seneca, Sandusky and Wyandot Counties
- Firelands Counseling and Recovery Services
- Depression screening offered through Seneca County Suicide Prevention Coalition
- ProMedica Fostoria Community Hospital and Tiffin Hospital, which have primary care providers performing screenings in the emergency room
- NAMI

## PREVENTIVE HEALTH (ADULT AND YOUTH NUTRITION)

### Description

As detailed in Tiffin Hospital's Community Health Needs Assessment:

- In 2016, nearly three-fourths (71%) of Seneca County adults over the age of 65 had a flu vaccine during the past 12 months.
- The 2016 health assessment results determined that 11% of Seneca County adults had been diagnosed with diabetes, and 7% of adults had been diagnosed with pre-diabetes. The 2014 BRFSS reports diabetes rates of 12% in Ohio and 10% in the U.S..
- Seneca County adults diagnosed with diabetes also had one or more of the following characteristics or conditions: 88% were overweight or obese, 72% had been diagnosed with high blood pressure and 67% had been diagnosed with high blood cholesterol.
- Nearly 10% of the entire U.S. population has diabetes. Diabetes contributes to the deaths of 231,051 Americans annually.
- 67% of Seneca County adults visited a dentist or dental clinic. The 2014 BRFSS reports a rate of 65% for adults in Ohio and in the U.S. overall.
- 70% of Seneca County youth saw a dentist for a check-up, exam, teeth cleaning or other dental work within the last year, compared with 75% for Ohio, as reported in the 2013 YRBS.

### Goal

Focus on prevention of chronic illnesses, increase weight loss and increase knowledge of healthy nutrition in adults and youth of Seneca County.

### Expected Impact

Reduction of the percentage of chronic illnesses and obesity in adults and youth of Seneca County

### Targeted Populations

Seneca County with emphasis on adults and youth with chronic illness and obesity

### Strategies

- Mercy Health Tiffin Hospital offers the Complete Health Improvement Program (CHIP) twice a 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 disease.

- Mercy Health Tiffin Hospital provides a community screening event five times a year at minimal cost. The screening event includes lab testing, PSA testing, dexta screening and blood pressure screening and delivers other health-related information. The hospital also provides mammograms free or at reduced cost for eligible women.
- Mercy Health Tiffin Hospital offers dietitian services for people with a physician order. Dietitians chart and track data for all patients seen for diabetic services through Carepath.
- Mercy Health Tiffin Hospital offers free health screening and a wellness program to all employees, with tracking provided by the Be Well Within program.
- Mercy Health Tiffin Hospital delivers a newsletter to local businesses called Mercy Health Watch. Tracking of mailings is provided by the Community Health Coordinator at Mercy Health Tiffin Hospital.

### Strategic Measures

- The number of participants and their individual progress throughout the CHIP, using measures such as BMI, weight, cholesterol and blood sugar
- Number of participants screened for blood pressures, bone density and lung function and given dexta scans at each community health fair.

### Community Collaborations and Resources Available

Existing community collaborations, healthcare facilities and other resources in the community available to meet the prioritized need include:

- Firelands Counseling and Recovery Services, along with various private practices
- LifeSkills program First Call for Help, Inc.
- Students Against Destructive Decisions (SADD)
- Family Intervention Court
- Patchwork House
- Mobile dentistry program
- Seneca County Jobs and Family
- ProMedica Fostoria Community Hospital
- Local churches sponsoring the Life Screening Group