



2013 Community Health Needs Assessment

Catholic Health Partners' (CHP) long-standing commitment to the community covers more than 150 years. This commitment has expanded and evolved through considerable thought and care in considering our communities' most pressing health needs. One avenue for examining these needs is through a periodic, comprehensive Community Health Needs Assessment (CHNA) for each CHP hospital. The most recent assessments were completed by teams comprised of CHP and community leaders. They include quantitative and qualitative data that guide both our community benefit and strategic planning.

Through our CHNA, CHP has identified the greatest needs among each of our hospital's communities. This enables CHP to ensure our resources are directed appropriately toward outreach, prevention, education and wellness opportunities where the greatest impact can be realized.

The following document is a detailed CHNA for Mercy Memorial Hospital. Mercy Memorial Hospital in Urbana has served the healthcare needs of the 36,000 residents of Champaign County for more than a half century. The hospital provides 24/7 emergency care and a broad range of inpatient and outpatient services with skilled staff and state-of-the-art equipment.

CHP has responded to community health needs as part of a five-year strategic plan that concludes in 2013. Planning also has begun on a five-year plan that will guide CHP through 2018. Recently, CHP has built new hospitals in Cincinnati, Springfield and Willard, all in Ohio, and renovated and expanded facilities in Toledo, Youngstown, Lima and other communities served by CHP. CHP is investing more than \$300 million in an electronic health system as we build integrated networks of care designed to improve the health of communities. We operate health and fitness centers, hospice facilities, outpatient clinics and senior living facilities.

CHP contributes more than \$1 million per day in community benefit services as we carry out our long-standing mission of extending care to the poor and under-served.

Mercy Memorial Hospital strives to meet the health needs of its community. Please read the document's introduction below to better understand the health needs that have been identified.

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Introduction

Community Served by Hospital

Mercy Memorial Hospital, a critical access hospital, located in the city of Urbana, with 90% of patients served residing in Champaign, Clark, Logan, and Union Counties.

Geographic Identifiers: These areas are represented by the following Zip Codes: 43078, 43044, 43072, 43009, 45503, 43357, 45505, 45502, and 43060.

Information and Data Considered in Identifying Potential Need

Information and Data Sources: Federal, State or Local Health or Other Departments or Agencies; Community Input

Source 1: Champaign County, Health Assessment Project	Date of Data/Information: 2012
Source 2: Champaign County Youth Risk Factors Survey	Date of Data/Information: 2012
Source 3: Center for Disease and Prevention (CDC), Youth Engagement-State & Community Interventions	Date of Data/Information: 2010
Source 4: US Department of Health & Human Services Health Resources & Service Administration (HRSA) website	Date of Data/Information: 10/24/11
Source 5: Suicide Prevention Resource Center, The Role of Faith Communities in Preventing Suicide	Date of Data/Information: 2009
Source 6: Regional Health Needs Assessment Project, Ohio Critical Access Hospitals	Date of Data/Information: 2012
Source 7: Centers for Medicare and Medicaid Services	Date of Data/Information: 2010
Source 8: U.S. Census Bureau	Date of Data/Information: 2010
Source 9: Ohio Department of Health's Data Warehouse	Date of Data/Information: 2006 – 2008
Source 10: Ohio Behavior Risk Factor Surveillance System (BRFSS)	Date of Data/Information: 2010
Source 11: Ohio Family Health Survey	Date of Data/Information: 2010
Source 12: Ohio Department of Mental Health's MACSIS Department	Date of Data/Information: 2010
Source 13: American Community Survey	Date of Data/Information: 2006 – 2010

Executive Summary

Chronic Diseases

- High Cholesterol
- Diabetes
- Hypertension

Physicians' practices complete health assessments to identify, and address high cholesterol, diabetes, and hypertension. Exercise programs, diabetic counseling are recommended and available.

Health Fairs held county provide screenings and referral to PCP.

Capacity and Adequacy of Service Levels

There appears to be sufficient capacity to respond to these particular conditions

Current Service Providers

Springfield Regional Medical Group (SRMG) supports Mercy Memorial Hospital (MMH) by providing primary care and specialty physicians in Champaign County.

Nutrition and Exercise

Hospital employees have access to Virgin Health Miles program for exercise and healthy living education and tracking of personal progress and goals.

Five-Two-One-Almost None program to promote a healthier lifestyle for children & families in Champaign County. Promotion of "Biggest Losers" programs to encourage teams to support one another in this life changing endeavor.

Capacity and Adequacy of Service Levels

Staff from MMH participate in Activate Champaign County (ACC) which services adults and children in Champaign County.

The Chief Clinical Dietitian has implemented the Five-Two-One concept in the hospital and Mercy Well Child Pediatrics (MWCP).

Difficulty lies with accessibility to services as some residents live in remote areas of this rural county and lack access to reliable transportation.

Current Service Providers

MMH is the primary provider of service in conjunction with The YMCA and Urbana University through the ACC.

Adult Mental Health

Consolidated Care provides behavioral health care services for individuals, families and children in Champaign County. Mercy REACH provides outpatient drug, alcohol, and tobacco rehab counseling.

Capacity and Adequacy of Service Levels

Though the hospital searches for creative ways to supplement services for adult mental health services, there is further need for behavioral health specialists in the county.

Current Service Providers

Mercy Memorial Hospital recently received a grant to construct a "Safe Room" in the Emergency Department to support the needs of behavioral health patients. Design and construction are underway.

Working with Champaign County Catholic Collaborative to establish mental health therapy services in the east end of the county, where drug use is highest and transportation to hospital services is scarce.

Falls and Fractures Among the Elderly

The Joint Commission Falls brochures — distributed at local events.

Falls safety program.

Fall assessment done on every patient admitted to MMH.

Capacity and Adequacy of Service Levels

The capacity to educate patients in our hospital, at time of discharge and residents in our extended care facility is excellent. The only difficulty is reaching seniors who live independently.

Current Service Providers

MMH has instituted a Falls Safety Program established by The Joint Commission.

Youth Substance Abuse and Wellness

Education is almost exclusively through school programs with reinforcement by Mercy Well Child Pediatrics (MWCP). MWCP currently participating in a pilot program for Tele-psych for the pediatric patients in need of this service.

Capacity and Adequacy of Service Levels

Champaign County Board of Mental Health/Drug Alcohol Services lost very limited child psychologist and are current trying to recruit to this rural area.

The Tele Psych pilot at MWCP is trying to bridge some of the gap in services.

Current Service Providers

The School Systems in Champaign, Clark, Logan & Union Counties.

MWCP researching mental health therapy resources to provide adult therapy onsite for parents of pediatric patients in the Tele-psych program.

Young Child Wellness

MWCP is a patient centered medical home that provides multidisciplinary pediatric services in the primary care setting.

Mercy Well Child Pediatrics (MWCP) currently participating in a pilot program for Tele-psych for the pediatric patients in need of this service.

Capacity and Adequacy of Service Levels

MWCP are the primary pediatric services provider in the county and the only Medicaid pediatric service provider in the county.

Current Service Providers

MWCP researching mental health therapy resources to provide adult therapy onsite for parents of pediatric patients in the Tele-psych program.

Preventative Health Education

Hospital discharged patients receive instructions and education packets for diabetes, CHF, COPD, AMI, Stroke. Community events providing prevention education include: County Fair, Fashion to a-tee, Healthy kids day, Women's health events, Physician lectures

Capacity and Adequacy of Service Levels

There appears to be sufficient capacity and desire to provide preventative health education in the county. The challenge is community awareness, and understanding the value of the programs for living a healthier lifestyle.

Current Service Providers

Partners include the YMCA, Champaign County Health Department, Breast Friends of Champaign County, American Cancer Society and local physician lecture series.

Medication Management and Reconciliation

Hospital leaders work with Extended Care Facilities (ECF) to improve the patient/resident handoffs, discharge instructions, pocket med cards, The Medication Therapy Management. and pharmacy counseling.

Capacity and Adequacy of Service Levels

There appears to be some difficulty in successfully transition medication information at time of discharge or transfer to an extended care facility.

Current Service Providers

MMH staff, Extended Care Facility staff, hospital pharmacist and primary care and specialty physicians.

Process and Methods

Process for Gathering and Analyzing Data/Information

(IRS Notice 2011-52 Section 3.03 (2))

The Champaign Health District formed a contract with Wright State University's Center of Urban and Public Affairs to perform an adult random digit dial telephone survey using a modified version of the Behavioral Risk Factor Surveillance System (BRFSS) survey conducted by the CDC. The other part of the contract was for the Center to conduct a scantron format Youth Risk Behavior Survey (YRBS) of approximately 3600 Champaign County students in grades 7-12.

The 2010 Affordable Care Act requires all 501(C)3 hospitals to conduct health needs assessments every three years that consider health needs from the perspective of the community. Ohio's Flex program awarded a contract to Ohio State University's Voinovich School of Leadership and Public Affairs, and to its project partner, the University of Toledo's Area Health Education Center Program, to facilitate regional planning processes throughout the state of Ohio.

The Ohio Flex Program funded this regional planning process to support the efforts of individual critical access hospitals by helping them complete their individual needs assessments.

Process and methods used (including participants involved and also the duration and number of meetings) to identify sources of data/information and the time period over which this occurred:

Mercy Memorial Hospital, a critical access hospital, took part in the Regional Health Needs Assessment Project: Ohio's Critical Access Hospitals, North Central Region. The process relied on a data-driven, facilitated planning approach, and was conducted between November 2011 and May 2012 in four (4) half-day sessions.

In addition, Mercy Memorial Hospital participated in the Champaign County Community Health Plan process beginning in November 2012 with six (6) meetings and concluding in June 2013. A team of Wright State University researchers reviewed current literature to identify evidence-

based practices (EBP) that could be used to remedy the priority issues. Task forces reconvened in June and August of 2012 to review and determine the viability of the EBP. Feedback collected from this meeting was used to refine research efforts and develop action steps to implement the chosen strategies. This information was organized into an action plan by the Wright State team and distributed to task force participants for review in October 2012.

Process and methods used (including participants involved and also the duration and number of meetings) to analyze data/information and the time period over which this occurred:

A community health planning cycle was used to analyze the data in 5 steps:

1. Self-assessment
2. Build the partnership
3. Conduct planning Activities
4. Task forces
5. Evaluation

A total of five meetings were held thereafter with Wright State consisting of the first steering meeting, two task force meetings (community and internal), and a second steering committee meeting to combine all the data. Active partners in this process included representatives from the Champaign County Mental Health/Suicide Coalition, County Health Commissioner, YMCA, Mercy Memorial Hospital, Drug Free Youth Coalition, Early Childhood Coordinating Committee, Family & Children First Council, Caring Kitchen, Mercy Well Child Pediatrics, local Cancer Association, Champaign County Board of Developmentally Delayed, Educational Services Center Office, Transitions Counseling, Home Health and area churches as well as the Administrators of local senior residential facilities, superintendents of Champaign County and Urbana City schools, North Lewisburg Township Trustees and the county's Medical Director. Seven meetings were held over a twelve month period beginning in October 2011 through November 2012.

Describe any information gaps learned through the process (which impact the Hospital's ability to assess needs):

As with every telephone survey, the primary limitation is that it excludes households that do not have telephones. It is estimated that about ten percent of households nationally

do not have telephones and that these households are more likely to be low-income. A second limitation of the study is that it is based on self-reported information and may reflect respondents' likelihood of reporting a particular behavior. However, since this same methodology is utilized for the state and national survey, the same limitation applies. For example, just as Champaign County respondents may have been less likely to report that they participated in an activity such as drinking and driving, state and national survey respondents would also be less likely to report that they participated in the same activity. Therefore, the differences between these groups can still be measured.

Community Input

(IRS Notice 2011-52 Section 3.06)

Resources used to gather community input *must* include 1) federal, regional, state or local health officials, departments or agencies including individuals with current data or information relevant to the health needs of the community served by the Hospital and 2) individuals with "special knowledge of or expertise in public health including the individuals' affiliation and description of their expertise):

Individuals contacted:

Max Coates, Champaign County Commissioner
Sara Prinzl, Community Health Enhancement Director
Jacqueline Howley, Parent Mentor
Elaine Dyar, Dietician
Jennifer Meyer, Social Worker
Tracey Stute, Behavior Health Therapist
Robin Coffey
Kiley Horn, Program Assistant, Food & Nutrition Program, OSU Extension
Stacy Cox, Department Jobs & Family Services
Dale Fitch
Heather Tiefeathaler, YMCA, Activate Champaign
Sheila Pena, Champaign County Health District
Detective Rick Jordan, Sheriff Department
Matt Sanctis, SNS
Jane Dockery, Wright State University

Terri Reeder, Families & Children First Council
Sarah Johnson, Champaign Health District
Craig Evans, Emergency Management Agency
Matt Lingrell, Urbana Police Department
Janice Rhodes, Consolidated Care, Inc.
Sue Bailey, Department Jobs & Family Services
Cindy McMaken, Champaign Health District
Audrey Ferryman, United Way
Jackie Arrington, Senior
Jeff Webb, Champaign Health District
Michelle Dickerson, Hondros Student
Kevin Dingfelder, Hondros Student
Barry Paxton, Medical Director
Barbara Willmuth, Champaign County Board DD
Michele Carns, Champaign Health District
Russ Wellman, Champaign Health District
Matt Lingrell, Urban Police Division

Organizations contacted:

Champaign Family YMCA
Paul Wadsmith, CEO
Mercy Memorial Hospital
Karen Gorby, Administrator
Caring Kitchen
Cindy Lockwood (Gilbert), Director
The Village of North Lewisburg
Andy Yoder, Administrator
Urbana City Schools
Charles Thiel, Superintendent
Clark County Combined Health District
Gabe Jones, Epidemiologist
Clark County Department Jobs & Family Services
Kelly Charlard
Wellspring Counseling Services
Richele Shepard
Cancer Association of Champaign County
Jane Martin
Transitions Counseling
Rosalind Weaver, LISW

Madison-Champaign ESC/MEVSD
Dan Kaffbarger

Mercy Well Child Pediatrics
Deb Dunham, Manager

University of Toledo
Kathleen Vazquez, Associate VP of Governmental Relations

United Way
Doug Lineberger, Director

Consolidated Care Inc.
Jan Rhoades

Urbana Daily Citizen
Nick Walton, Reporter

Health District
Shelia Hiddleson, Commissioner

Champaign Co. FCF & Drug Free Youth Coalition
Stacey Logwood, Director

Bucyrus & Galion Community Hospitals
Cinda Kropka, Administrative Projects & Contracts
Manager

Bucyrus & Galion Community Hospitals
David Williamson, Director

Conneaut & Geneva Medical Centers
Lori Kingston, Manager, Community Outreach

Conneaut & Geneva Medical Centers
Christine Kettunen, Director of Nursing

Hardin Memorial Hospital
Mark Seckinger, CEO

Hardin Memorial Hospital
Joy Bischoff, Chief Nursing Officer

Hardin Health Department
Cindy Keller, Nursing

OhioHealth
Lea Blackburn, System Directory, Community Partnerships

Lodi Community Hospital
Thomas Whelan, CEO

Mercy Allen Hospital
Susan Bowers, President

Mercy Allen Hospital
Wendy Greathouse, Quality & Risk Coordinator

Welcome Nursing Home
Heidi Freas, Administrator

Mercy Memorial Hospital
Bill Rich, VP Ambulatory Services/Business Development

Mercy Willard Hospital
Emily Huestis, Outreach Coordinator

Huron County Health District
Tim Hollinger, Health Commissioner

Morrow County Hospital
CJ Miller, VP Ancillary Services

Morrow Community Services
Krista Wasowski, Health Commissioner

Wyandot Memorial Hospital
Joseph D’Ettorre, CEO

Wyandot County General Health District
Barb Mewhorter, Administrator

Ohio Department of Health-Primary Care
Lucrecia Johnson, FLEX/SHIP Program Coordinator

State Office of Rural Health
Pam Hunt, Coordinator

Ohio University’s Voinovich School Of Leadership and
Public Affairs, Laura Milazzo, Senior Research Associate

Ohio University’s Voinovich School Of Leadership and
Public Affairs, Sara Boyd, Senior Project Manager

Ohio University’s Voinovich School Of Leadership and
Public Affairs, Cindy Poole, Senior Research Analyst

University of Toledo
Kathleen Vazquez, Associate VP of Governmental Relations

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Public Affairs, Sara Boyd, Senior Project Manager

Ohio University’s Voinovich School Of Leadership and
Public Affairs, Cindy Poole, Senior Research Analyst

University of Toledo
Kathleen Vazquez, Associate VP of Governmental Relations

Mercy Memorial Hospital and community representatives
worked together to analyze the current health care needs in
our region. This analysis included reviewing results from a
survey of critical access hospitals completed by the hospital
representatives. We identified the available and needed
inpatient, outpatient and community-based services within
our hospital service area. In addition, representatives

reviewed data regarding the incidence and prevalence of cardiovascular disease, cancer, respiratory disease, diabetes, perinatal and childhood health, mental health and substance abuse, and a variety of health risk factors. Also reviewed were demographic composition, educational attainment, poverty status, and types of insurance coverage.

Newspaper articles were placed in local papers to announce the assessment and requested any and all community involvement at the meetings. The agencies that attended answered questions about their concerns on general community issues. Respondents were asked to identify the most important health problem facing the community and ways this problem could be reduced or eliminated.

Prioritization of Health Needs

Community partners were divided into four groups: business, political, ministerial, and consumers.

They were then asked to answer the following questions:

1. What does having a healthy community mean to you?
2. What would a healthy community look like?
3. What could we do better to reduce mental health stigma in our community?
4. What would success look like if this occurred?
5. What would I see if I visited the community today regarding community members nutrition and exercise habits?
6. What could we do better to coordinate services for young children and their families?
7. What does childhood wellness look like to you?

The intent of this exercise was to consider community health needs from the perspectives of the largest sectors in the community to ensure a comprehensive approach to prioritization. After comparing responses from the four groups, the following health priorities emerged and task forces were assigned to address each priority:

- Adult mental health
- Nutrition and exercise
- Youth mental health and substance abuse
- Young child wellness

A team of Wright State University researchers reviewed current literature to identify evidence based practices that could be used to remedy the priority issues. Research from this process was collected and used to refine efforts and craft action steps to implement the chosen strategies. The information was organized into an action plan and reviewed by Wright State in conjunction with the task force members. Goals and objectives were set with a follow up progress meeting scheduled for January 2013.

Based on all of the above information and processes considered, list and describe all the prioritized health needs of the community served by the Hospital.

Adult Mental Health

Create and implement a community-specific stigma reduction plan.

Goal: Use regular primary care doctor visits for earlier identification of mental health support that patients may need.

Key Result Area: An increased number of adults with depression will have earlier access to mental health screening, treatment and support.

Strategy: Integrate brief screening tools into primary care provider offices.

Rationale: Applying a common protocol via the primary care physician to identify mental health need is a way of reducing the stigma by treating mental health as a core component of physical health, and an excellent means of accessing a broader cross section of the community.

Goal: Provide a safe room in the Emergency Department at Mercy Memorial Hospital

Key Result Area: Patients exhibiting signs of mental health or abuse issues will have a 'safe' room in the hospital Emergency Department to ensure privacy and security.

Strategy: The room will be fully enclosed and specially designed to remove all potentially dangerous objects.

Rationale: Safe rooms that are devoid of all potentially harmful items will ensure the safety of patients who are trying to hurt themselves or others. Abuse victims will have a safe and private place for investigation/treatment in the Emergency Department.

Nutrition and Exercise

Improve the health literacy of residents to influence nutrition and physical activity choices.

Goal: Create a health-conscious workplace to promote wellness for employees & their families.

Key Result Area: Increase application of best corporate wellness practices.

Strategy: Involve all staff at MMH and MWCP in wellness and exercise strategies by providing access to counseling, coaching, personal trainer and access to exercise equipment.

Rationale: In recent years many institutions have started investing in employee wellness programs to help promote the health and well-being of their workers. These programs generally assess and try to reduce the participants' health risk through personalized educational and lifestyle management efforts. Participation is often encouraged through the use of incentives and coaching. Research has shown that employee wellness programs can not only reduce an employer's health care related costs, but also change participants' behavior, increase productivity, and reduce participants' health risk.

Chronic Disease Management

Goal: Improve the health and quality of life for residents of Champaign County who are affected by a chronic disease.

Key Result Area: Improve the quality of life for the residents we serve.

Strategy: Develop a multidisciplinary, team based clinic to coach, counsel and treat residents of Champaign County who are affected by chronic diseases including diabetes, obesity, congestive heart failure, chronic obstructive pulmonary disease, arthritis and memory challenges.

Rationale: The trend for the future of healthcare is to prevent acute exacerbations of chronic disease conditions. A key strategy is to manage chronic disease conditions at every level of the continuum of care. A critical level of intervention should occur outside the acute care facility including primary physician offices and clinics focused on the chronic disease. The focus of the interventions is to keep the patient in a healthy state and decrease patient readmissions to an acute care setting.

Existing Health Care Facilities and Resources Available to Meet Identified Needs

Mental Health Stigma Reduction

Suicide Prevention Coalition, Consolidated Care, Urbana, Ohio, Mental Health Drug Alcohol Services (MHDAS) Board of Champaign County, Mercy Memorial Hospital

Nutrition and Exercise

Champaign Health District and Activate Champaign, Champaign County YMCA, Employers of Champaign County including Mercy Memorial Hospital

Youth Substance Abuse and Wellness

Champaign County Drug Free Youth Coalition, Champaign County Family and Children First Council, Triad Local Schools North Lewisburg, Ohio, Mercy Well Child Pediatrics, Urbana Ohio

Young Child Wellness

Early Childhood Coordinating Committee, Mercy Well Child Pediatrics

Collaborating Partners

(IRS Notice 2011-52 Section 3.03 (2))

Champaign County Health District
1512 S. US Hwy 68, Suite Q 100, Urbana, OH 43078

Ohio University's Voinovich School of Leadership and
Public Affairs
1 Ohio University, Athens, OH 45701

The University of Toledo's Area Health Education
Center Program
The University of Toledo
280 W. Bancroft, Toledo, OH 43606

Wright State University, Center for Urban & Public Affairs
3640 Colonel Glenn Highway, Dayton, OH 45435

Residential Administrators, Inc.
123 W. Detroit St., PO BOX 165, West Liberty, OH 43357

Mercy Well Child Pediatrics
204 Patrick Ave., Urbana, OH 43078

United Way of Clark, Champaign & Madison Counties
120 S. Center Street, Springfield, OH 45501

Mental Health Drug Alcohol Services of Logan
& Champaign Counties
PO BOX 765, 123 N. Detroit St., West Liberty, OH 43357

Madison-Champaign ESC/Mechanicsburg
1512 S. US Hwy 68, Suite 100, Urbana, OH 43078

Caring Kitchen
300 Miami St., Urbana, OH 43078

Family & Children First Council
2200 S. US Hwy 68, Lawnview, Urbana, OH 43078

Triad Local Schools
7941 Bush Lake Rd., North Lewisburg, OH 43060

Consolidated Care Inc.
1521 W. Detroit St., West Liberty, OH 43357

Well Springs/DFY
904 Scioto St., Urbana, OH 43078