



2019 Community Health Needs Assessment

Mercy Health - Tiffin Hospital – Tiffin OH

Mercy Health has been committed to the communities it serves for nearly two centuries. This long-standing commitment has evolved intentionally, based on our communities' most pressing health needs.

Every three years we evaluate those needs through a comprehensive Community Health Needs Assessment (CHNA) process. The most recent assessments, completed by Mercy Health and community leaders, include quantitative and qualitative data that guide both our community benefit and strategic planning.

The following document is a detailed CHNA for Mercy Health – Tiffin Hospital. As a system, Mercy Health is dedicated to our Mission of extending the compassionate ministry of Jesus by improving the health and well-being of our communities and bringing good help to those in need, especially people who are poor, dying and underserved. We strive to meet the health needs of our community.

Mercy Health has responded to community health needs as part of a three-year strategic plan that concludes in 2021. In recent years, Mercy Health has invested in building and renovating hospitals and ambulatory facilities to serve patients and communities in Ohio and Kentucky.

As part of Bon Secours Mercy Health, the fifth-largest Catholic health system in the U.S., we contribute nearly \$2 million per day in community benefit services as we carry out our Mission of extending care to the poor and underserved.

Mercy Health – Tiffin Hospital has identified the greatest needs in our community. This ensures our resources for outreach, prevention, education and wellness are directed toward opportunities where the greatest impact can be realized.

Written comments regarding the health needs that have been identified in the current CHNA should be directed to <https://www.mercy.com/global/about-us/contact-mercy-health>.

“Mercy Health’s ministry throughout Toledo and northwest Ohio has a rich history of caring for our patients and serving our community,” said Bob Baxter, president, Mercy Health – Toledo. “When our founding sisters arrived in the region more than 163 years ago, they set about the hard work of helping the poor, dying and underserved. Caring for our community - mind, body and spirit - remains our focus today and in the years ahead.”

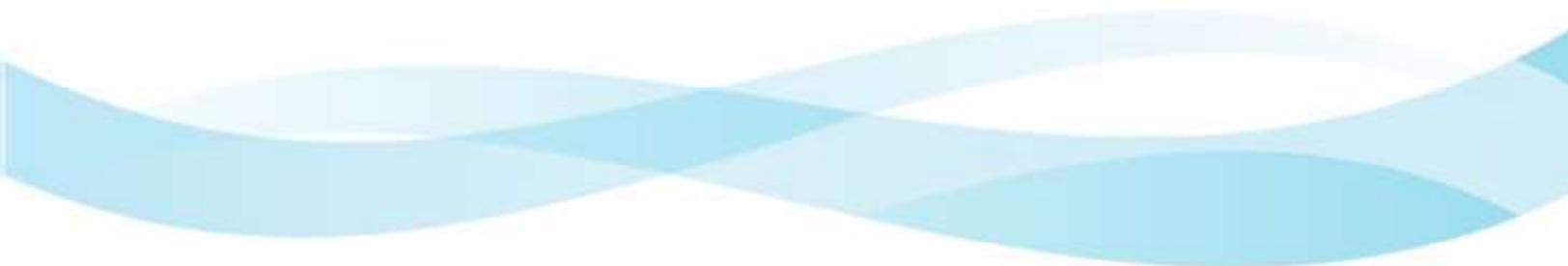


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Significant health needs – number will vary by hospital

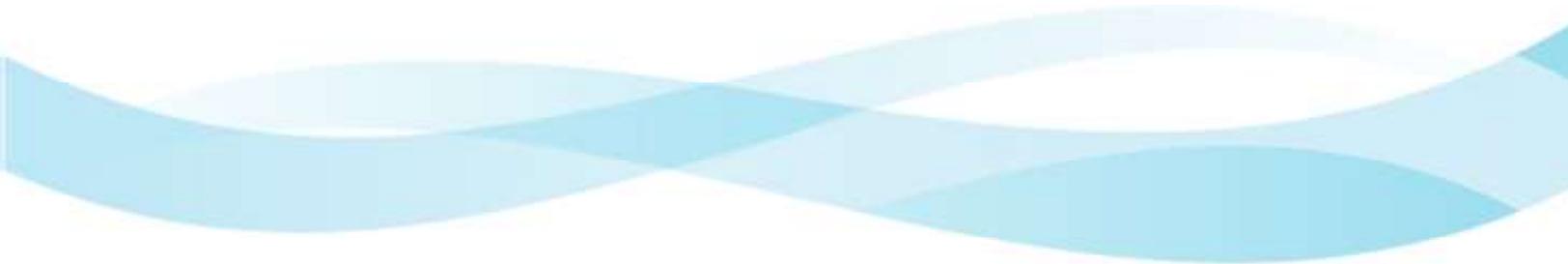
1. Mental Health
2. Substance Abuse
3. Preventative Health

Prioritized health needs – number will vary by hospital

1. Mental Health
2. Substance Abuse
3. Preventative Health

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PROGRESS ON 2016 CHNA



Introduction

COMMUNITY SERVED BY HOSPITAL

T.R. §1.501(r)-3(b)(1)(i) and (3)

Mercy Health - Tiffin Hospital serves a geographic area encompassing Seneca County including cities of Alvada, Attica, Bascom, Bettsville, Bloomville, Flat Rock, Fostoria, Green Springs, Kansas, Melmore, New Reigel, Old Fort, Republic and Tiffin. Patient data indicates that the primary service area of persons served at Tiffin Hospital reside in Seneca County, based upon the county of residence of discharged patients.

The demographic area served by the primary service area includes the following ethnic groups: Caucasion (94.6%) Black (2.6%) Hispanic (5%), Asian (0.8%), American Indian (0.3%) and some other race (1.8%). 17.5% of residents are in households below the federal poverty guidelines. 9.2% of persons under age 65 without health insurance.

Seneca County has a total area of 553 square miles, of which 551 square miles is land. 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.

INFORMATION AND DATA CONSIDERED IN IDENTIFYING POTENTIAL NEED

T.R. §1.501(r)-3(b)(1)(ii) and (5)

Information and data sources: federal, state or local health or other departments or agencies; community input

Public health departments (T.R. §1.501(r)-3(b)(5)(i)(a))	Date of data/information
Mental Health and Recovery Services Board of Seneca, Sandusky and Wyandot Counties	2019
Seneca County Health Department	2019

At-risk populations (T.R. §1.501(r)-3(b)(5)(i)(b))	Date of data/information
Seneca County Children and Family First Council	2019

Process and methods

PROCESS FOR GATHERING AND ANALYZING DATA/INFORMATION

T.R. §1.501(r)-3(b)(6)(ii)

Process and methods to conduct the community health needs assessment:

T.R. §1.501(r)-3(b)(6)(ii)

Mercy Health – Tiffin Hospital is a key stakeholder and partner of the Seneca County Health Alliance, a collaborative strategic planning process involving many community agencies and coalitions from various sectors. The Seneca County Health Alliance developed a Community Health Needs Assessment (CHNA) for Seneca County to assess and identify the health needs of the community. The CHNA was conducted by various social service, business and government organizations in Seneca County to collect data that reports the health and health behaviors of Seneca County residents. Data was collected for this assessment with the assistance of the Hospital Council of Northwest Ohio.

The following survey process that occurred in the spring of 2019:

One survey instrument was designed and pilot tested for this study. As a first step in the design process, health education researchers from the University of Toledo and staff members from HCNO met to discuss potential sources of valid and reliable survey items that would be appropriate for assessing the health status and health needs of adults. The investigators decided to derive most of the survey items from the BRFSS. This decision was based on being able to compare local data with state and national data.

The project coordinator from the Hospital Council of Northwest Ohio conducted a series of meetings with the Seneca County Health Alliance. During these meetings, HCNO and the Seneca County Health Alliance reviewed and discussed banks of potential survey questions. Based on input from the Seneca County Health Alliance, the project coordinator composed a draft survey containing 116 items. Health education researchers from the University of Toledo reviewed and approved the drafts. The sampling frame for the adult survey consisted of adults ages 19 and older living in Seneca County. There were 42,388 persons ages 19 and older living in Seneca County. The investigators conducted a power analysis to determine what sample size was needed to ensure a 95% confidence level with a corresponding margin of error of 5% (i.e., we can be 95% sure that the “true” population responses are within a 5% margin of error of the survey findings.) A sample size of at least 381 adults was needed to ensure this level of confidence. The random sample of mailing addresses was obtained from Melissa Global Intelligence in Rancho Santa Margarita, California.

Prior to mailing the survey, an advance letter was mailed to 1,200 adults in Seneca County. This advance letter was personalized, printed on Seneca County Health Alliance letterhead, and signed by Beth Schweitzer, Health Commissioner, Seneca County General Health District. The letter introduced the county health assessment project and informed the readers that they may be randomly selected to receive the survey. The letter also explained that the respondents' confidentiality would be protected and encouraged the readers to complete and return the survey promptly if they were selected.

Three weeks following the advance letter, a two-wave mailing procedure was implemented to maximize the survey return rate. The initial mailing included a personalized hand signed cover letter (on Seneca County Health Alliance letterhead) describing the purpose of the study, a questionnaire, a self-addressed stamped return envelope, and a \$2 incentive. Approximately three weeks after the first mailing, a second wave mailing included another personalized cover letter encouraging them to reply, another copy of the questionnaire, and another reply envelope. Surveys returned as undeliverable were not replaced with another potential respondent. The response rate for the mailing was 30% (n=350 CI=± 5.2). Prior to surveys being sent, a power analysis was conducted which concluded that 381 surveys would need to be returned to have a ± 5% confidence interval which is standard. However, there were only 350 surveys returned, thus reducing the level of power and broadening the confidence level to ± 5.2%.

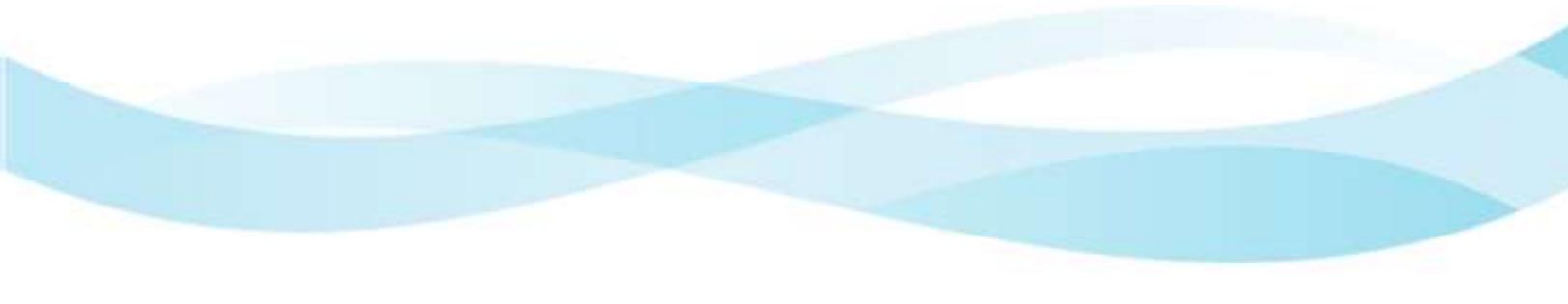
The Ohio Healthy Youth Environments Survey (OHYES) is a youth health survey offered by the Ohio Department of Mental Health and Addiction Services, Ohio Department of Health, and Ohio Department of Education. OHYES was administered to Seneca County youth in grades 7-12 in 2018-2019. HCNO obtained this data through the Ohio Department of Health's Ohio Public Health Data Warehouse, a self-service online tool where anyone can obtain the most recent public health data available about Ohio. The results of the survey reflect student responses from the middle schools and high schools that voluntarily participated during fall of 2018 to spring of 2019 (n=769).

External sources

- Seneca County Health Alliance – Draft 2019 Health Assessment Project

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
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- 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

Community input

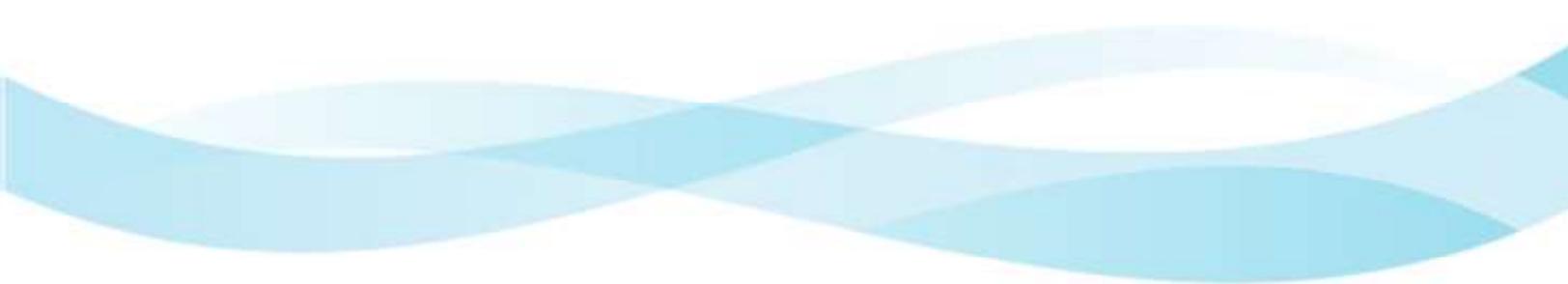
T.R. §1.501(r)-3(b)(6)(iii)

No written comments were received on the previously completed CHNA.

From the beginning phases of the Seneca County CHNA, community leaders were actively engaged in the planning process and helped define the content, scope and sequence of the project. Active engagement of community members throughout the planning process is regarded as an important step in completing a valid needs assessment. Under the leadership of the Hospital Council of Northwest Ohio, the survey questions were drafted and reviewed in a series of meetings with the planning committee from Seneca County.

Local community agencies were invited to participate in the health assessment process, including choosing questions for the surveys, providing local data, reviewing draft reports and planning the community event, release of the data and setting priorities. The needs of the population, especially those who are medically underserved, low-income, minority populations and populations with chronic disease needs, were taken into account through the sample methodology that surveyed these populations and over-sampled minority populations. In addition, the organizations that serve these populations participated in the health assessment and community planning process, such as Seneca County School District, Seneca County Commission on Aging, Seneca County United Way.

The 2019-2022 Community Health Improvement Plan (CHIP) will be drafted and shared at a community meeting scheduled in February 2020. The CHIP is drafted by agencies and service providers within Seneca County. The committee will review many sources of information concerning the health and social challenges of Seneca County adults, youth and children. They determine priority issues within the community, which if addressed could improve future outcomes, determine gaps in current in programming and policies and examined best practices and solutions.



Organizations providing input

Organization providing input	Nature and extent of input	Medically under-served, low-income or minority populations represented by organization
Community Hospice Care of Tiffin	Input with survey questions, discussion and identifying priorities	Medically underserved and low income
Firelands Counseling and Recovery Services	Input with survey questions, discussion and identifying priorities	Mental health and substance abuse
Fostoria Community Schools	Input into survey questions and discussion, for betterment of our community	Families and children
Fostoria United Way	Participated in the CHNA community discussion	Medically underserved, low Income and minority populations
Hospital Council of Northwest Ohio	Facilitated for CHNA for Seneca County	Community at large
Mental Health and Recovery Services Board of Seneca, Sandusky and Wyandot Counties	Input into survey questions and discussion, for betterment of our community	Mental health and substance abuse
Seneca County Area Transportation	Participated in the CHNA community discussion	Medically underserved, low Income and minority populations
Seneca County Board of Developmental Disabilities	Input into survey questions and discussion, for betterment of our community	Persons with disabilities
Seneca County Children and Family First Council	Input into survey questions and discussion, for betterment of our community	Medically underserved and low income families and children
Seneca County Commission on Aging	Participated in the CHNA community discussion	Elderly
Seneca County General Health District	Input with survey questions, discussion and identifying priorities	Medically underserved and low income.
Seneca County Health Department	Input with survey questions, discussion and identifying priorities	Medically underserved, low Income and minority populations

Seneca County Department of Jobs and Family Services	Input into survey questions and discussion, for betterment of our community	Families and children
Tiffin City Schools	Input with survey questions and discussion	Families and children
Tiffin-Seneca United Way	Input with survey questions, discussion and identifying priorities	Medically underserved, low income and minority populations

Executive summary: Significant health needs

T.R. §1.501(r)-3(b)(4)

MENTAL HEALTH

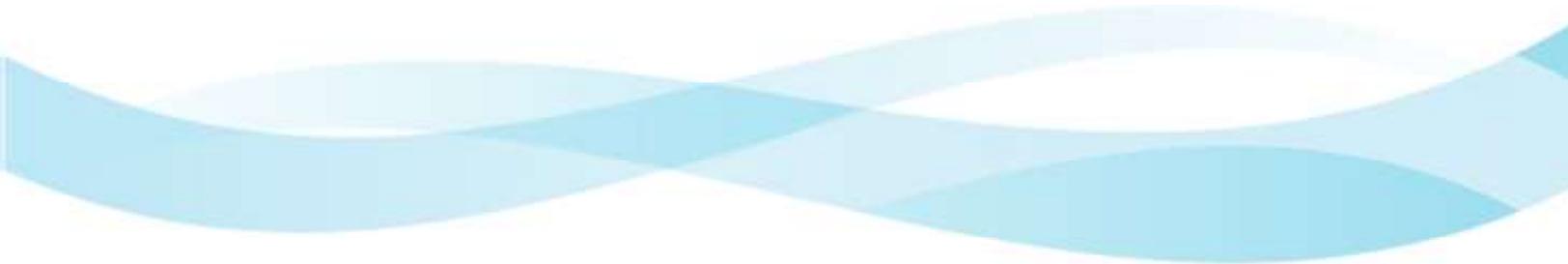
Capacity and adequacy of service levels

- Eleven percent (11%) of Seneca County adults felt so sad or hopeless almost every day for two weeks or more in a row that they stopped doing usual activities, increasing to 25% of those with incomes less than \$25,000.
- Three percent (3%) of Seneca County adults considered attempting suicide in the past year. One-fourth (25%) of adults reported they or family member were diagnosed with or treated for anxiety or emotional problems in the past year.
- Seneca County adults reported they or a family member were diagnosed with or treated for the following mental health issues in the past year: Anxiety or emotional problems (25%), Depression (23%), An anxiety disorder (e.g. panic attacks, phobia, obsessive compulsive disorder) (16%), Attention Deficit Disorder (ADD/ADHD) (9%)

The number of inpatient behavioral health beds is inadequate to meet the needs of the community which can require residents to travel out of the area to receive care for population under 65 years of age. The nearest behavioral health facility is Sojourn at Seneca located in Tiffin and they serve the geriatric population. The number of providers and prescribers is inadequate to meet the needs of the community and there are not enough residential service providers.

Current service providers

- 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 along with various private practices. Firelands Counseling and Recovery



Services also offers a Life Skills program to various classes throughout Seneca County schools.

- First Call for Help, Inc. provides a suicide prevention hotline for teens and a crisis stabilization unit.
- Students Against Destructive Decisions (SADD) is available to middle and high school students within several school districts.
- Family Intervention Court available to court ordered families through the Seneca County Juvenile Court.
- Support groups are available through NAMI and other agencies.
- Patchwork House provides a supervised visiting program.
- Community Hospice Care by Stein provides bereavement counseling for ages 5 and up

SUBSTANCE ABUSE

Capacity and adequacy of service levels

- Fourteen percent (14%) of Seneca County adults were current smokers, and 22% were considered former smokers. Six percent (6%) of adults used e-cigarettes in the past year. One-third (33%) of adults did not know if e-cigarette vapor was harmful to themselves or others.

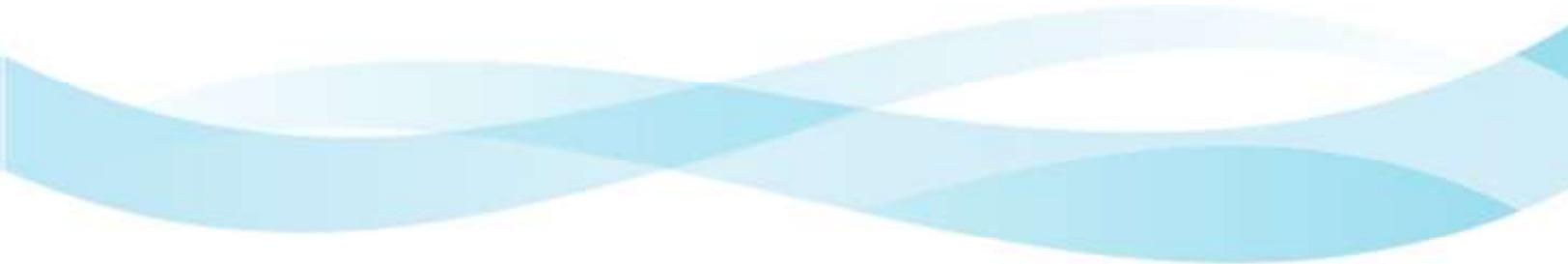
Fifty-eight percent (58%) of Seneca County adults had at least one alcoholic drink in the past month and would be considered current drinkers. More than one-quarter (26%) of all adults reported they had five or more alcoholic drinks (for males) or four or more drinks (for females) on an occasion in the last month and would be considered binge drinkers.

- Five percent (5%) of Seneca County adults had used recreational marijuana or hashish during the past 6 months. Five percent (5%) of adults had used medication not prescribed for them or took more than prescribed to feel good or high and/or more active or alert during the past six months.

Seneca County currently has inadequate mental health and addiction counselors and substance abuse detox beds to serve the Tiffin population.

Current service providers

- Mercy Health Tiffin Hospital provides a pain management program for adults with chronic pain. Providers and nursing staff at Mercy Health Tiffin Hospital also screen for alcohol use and make referrals through the SBIRT program when appropriate.
- Counseling services are available through Firelands Counseling and Recovery Services and various private practices. Firelands Counseling and Recovery Services offers a Life Skills program and supports SADD to local school districts.



- Advocacy, education and parenting services are provided by Court Appointed Special Advocate (CASA).
- Alcoholics Anonymous is offered within the Tiffin and Fostoria communities.
- Oriana House, Inc. CROSSWAEH offers diversion programs and intensive outpatient programs and drug testing.
- Recovery House operated by Mental Health and Recovery Services of Seneca, Sandusky, Wyandot Counties.

PREVENTATIVE HEALTH

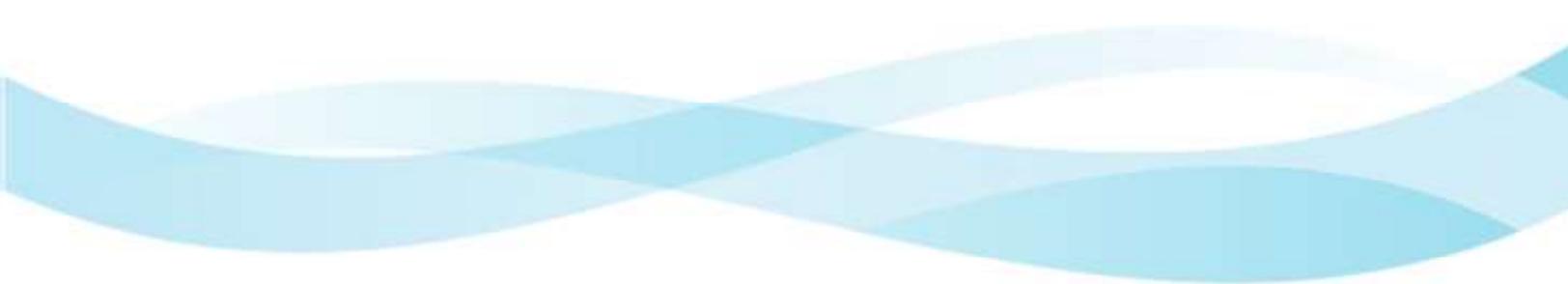
Capacity and adequacy of service levels

- More than one-third (37%) of adults had been diagnosed with high blood pressure.
- Three percent (3%) of adults had survived a heart attack and 3% had survived a stroke at some time in their life. More than one-third (37%) of Seneca County adults had high blood cholesterol, 37% had high blood pressure, 39% were obese, and 14% were current smokers, four known risk factors for heart disease and stroke.
- Seneca County adults diagnosed with high blood pressure were more likely to have: Been ages 65 years or older (67%), Incomes less than \$25,000 (59%), Been classified as obese by Body Mass Index (57%) rated their overall health as fair or poor (25%)
- Ten percent (10%) Seneca County adults had been diagnosed with diabetes, increasing to 21% of those over the age of 65.
- Seneca County adults diagnosed with diabetes also had one or more of the following characteristics or conditions: 81% had been diagnosed with high blood cholesterol, 55% were obese, 36% were overweight.

Throughout Seneca County there are several resources and facilities available to provide education and monitoring of chronic diseases and associated complications. Mercy Health Tiffin Complete Health Improvement program is a great example of a community resource of people with chronic disease management.

Current service providers

- In 2014, Mercy Health Tiffin Hospital began providing the Complete Health Improvement Program, a 9-week educational program, for patients for chronic diseases.
- Mercy Health Tiffin Hospital provides flu shots to all employees and provides other vaccinations free of charge to employees. Immunizations are also available at the Seneca County Health Department.
- Mercy Health Tiffin Hospital provides a community screening event 6 times per year at minimal cost, which includes lab testing to include PSA, dexa screening, blood



pressure screening and provides other health related information. The hospital also provides mammograms at reduced cost or free of charge for those eligible.

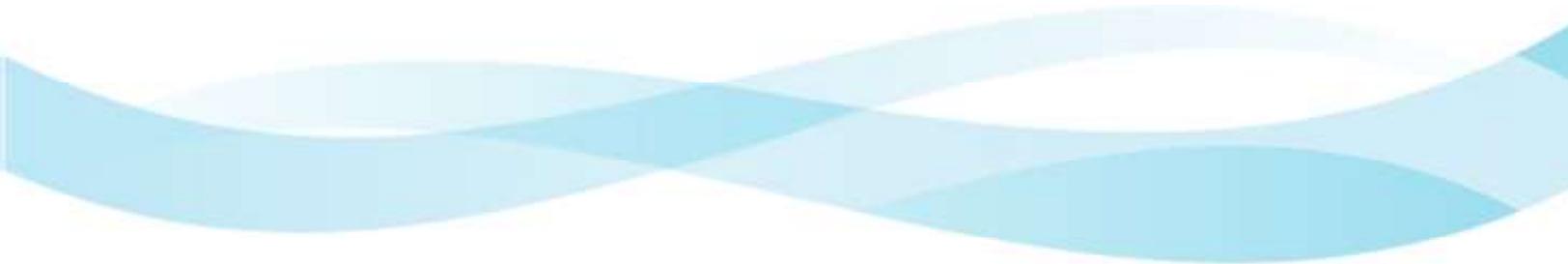
- Blood pressure checks are available at various locations throughout the community by a variety of community agencies.
- Seneca County Jobs and Family Services provide healthcare screenings to migrant workers and their families.
- Community Hospice Care by Stein provides blood pressure screenings to seniors at Senior Centers.
- ProMedica Fostoria Community Hospital offers mammograms, cholesterol and blood sugar screenings, Derma-scan and skin cancer screening at various times throughout the year. This hospital also offers oral cancer screenings throughout the year.
- Local churches sponsor the Life Screening Group at various times throughout the year

Prioritization of health needs

Committee members of the Community Health Improvement Plan, organized by the Seneca County Health Alliance reviewed many sources of information concerning the health and social challenges of Seneca County adults, youth and children may be facing. They determined priority issues which if addressed could improve future outcomes, determine gaps in current in programming and policies and examined best practices and solutions.

To facilitate the Community Health Improvement Process, the Seneca County Health Alliance along with local hospitals, invited key community leaders to participate in an organized process of strategic planning to improve the health of residents of the county. The Mobilizing for Action through Planning and Partnerships (MAPP), was used throughout this process. The Seneca County Health Alliance met five (5) times 2018-2019, and completed the following planning steps:

1. Initial Meeting – Review of process and timeline, finalize committee members, create or review vision
2. Choosing Priorities – Use of quantitative and qualitative data to prioritize target areas
3. Ranking Priorities – Ranking the health problems based on magnitude, seriousness of consequences, and feasibility of correcting
4. Resource Assessment – Determine existing programs, services, and activities in the community that address the priority target impact areas and look at the number of programs that address each outcome, geographic area served, prevention programs, and interventions
5. Forces of Change and Community Themes and Strengths – Open-ended questions for committee on community themes and strengths



6. Gap Analysis – Determine existing discrepancies between community needs and viable community resources to address local priorities; identify strengths, weaknesses, and evaluation strategies; and strategic action identification
7. Local Public Health Assessment – Review the Local Public Health System Assessment with committee
8. Best Practices – Review of best practices and proven strategies, evidence continuum, and feasibility continuum
9. Draft Plan – Review all steps taken, action step recommendations based on one or more of the following: enhancing existing efforts, implementing new programs or services, building infrastructure, implementing evidence-based practices, and feasibility of implementation

The Seneca County Health Improvement Plan will be presented to the community on February of 2020. Any additional input received from the meeting will be taken into account when determining the implementation strategies to address those prioritized needs.

Mercy Health Tiffin Hospital leaders reviewed the findings from the community surveys and the 2019 Seneca County Health Assessment and the feedback from the CHIP committee members in comparison with their current service offerings. The hospital also considered the incidence rates in which hospital patients are treated for mental health, substance abuse, and preventative health issues. Hospital leaders determined the areas in which they had the opportunity for the greatest impact.

Prioritized health needs

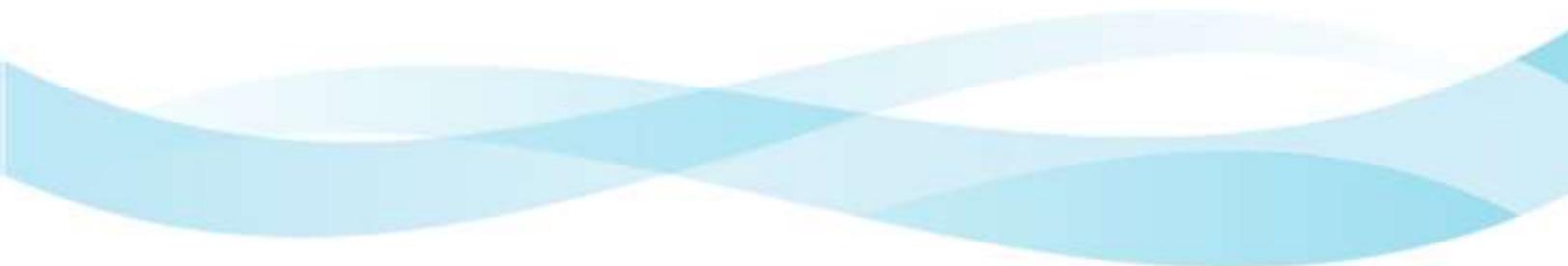
Based on all of the above information and processes, the prioritized health needs of the community served by the hospital are listed below.

MENTAL HEALTH

Eleven percent (11%) of Seneca County adults felt so sad or hopeless almost every day for two weeks or more in a row that they stopped doing usual activities, increasing to 25% of those with incomes less than \$25,000. The emergency room at Mercy Health – Tiffin Hospital uses the SBIRT program to screen patients to determine depression, anxiety disorders, and substance abuse.

SUBSTANCE ABUSE

Fifty-eight percent (58%) of Seneca County adults had at least one alcoholic drink in the past month and would be considered current drinkers. More than one-quarter (26%) of all adults reported they had five or more alcoholic drinks (for males) or four or more drinks (for females) on an occasion in the last month and would be considered binge drinkers.



Within the SBIRT screening if an addiction issue is identified they are referred to Firelands Counseling and Recovery Center.

PREVENTATIVE HEALTH

Three percent (3%) of adults had survived a heart attack and 3% had survived a stroke at some time in their life. More than one-third (37%) of Seneca County adults had high blood cholesterol, 37% had high blood pressure, 39% were obese, and 14% were current smokers, four known risk factors for heart disease and stroke. Ten percent (10%) Seneca County adults had been diagnosed with diabetes, increasing to 21% of those over the age of 65. Mercy Health Tiffin offers the Complete Health Improvement program to assist and provide education to individuals with chronic disease.

Resources available

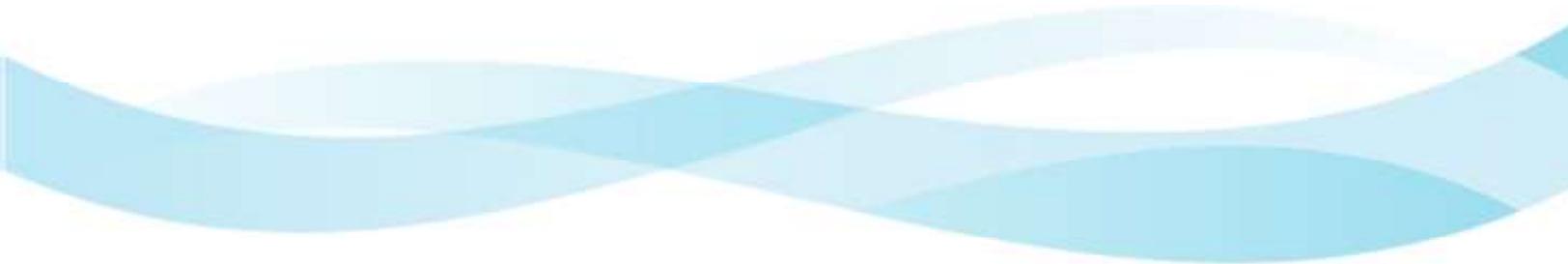
The existing healthcare facilities and other resources within the community that are available to meet the prioritized needs are listed below for each need:

MENTAL HEALTH AND SUBSTANCE ABUSE

Tiffin Hospital has a mental health/addiction screening tool in place and continues to work closely with Firelands Counseling and Recovery Services for staff training and education. Our goal is to introduce the SBIRT program in both our emergency room and Mercy Health primary care offices to better serve our patients mental health needs. At the present time, Mercy Health Tiffin Hospital's emergency room is a safe space for Firelands Counseling and Recovery Services where local law enforcement can bring individuals who need a Mental Health Evaluation for further placement or immediate treatment. 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 Mercy Health - Tiffin Hospital who has primary care providers performing screenings in the emergency room.

PREVENTATIVE HEALTH

At Mercy Health- Tiffin Hospital we have 2 full time dietitians who see both inpatients and manage an increase of patients in the diabetic / chronic disease clinic and also coordinate the Complete Health Improvement Program (CHIP). CHIP participants are educated in a 9 week program by meeting once per week, takes place in a group setting and uses behavior



change and self-discovery learning tools including stress management, sleep, self-worth, emotional wellbeing and happiness. The educational program is designed to prevent and reverse chronic disease. Referrals are obtained by physicians, diabetic clinic and patients. Other resources available to address the preventative health needs of the community include community health fairs, lab screenings, mammograms and PSA screenings at Mercy Health – Tiffin Hospital and community and lab screenings and senior health fair offered at ProMedica Fostoria Community Hospital, Mercy Health Tiffin Cancer Center, immunizations at Seneca County Health Department, Community Hospice Care by Stein, migrant health care screenings at Seneca County Job and Family Services.

Progress on Health Priorities Identified in the 2016 Health Needs Assessment

MENTAL HEALTH AND SUBSTANCE ABUSE

Initiative	Impact
Education and Training for Staff Members	Firelands Counseling and Recovery of Seneca County has provided education and training for all emergency room staff on QPR (Question, Persuade and Refer) in 2017/2018. Firelands has also introduced a screening, brief intervention and referral to treatment model (SBIRT) physicians and ER hospital staff that Tiffin Hospital implemented in January 2018.
Collaboration and Partnership	Recovery House of Seneca, Sandusky and Wyandot, Tiffin, Surest Way Recovery House for men, Bloomville, OH.

PREVENTATIVE HEALTH

Initiative	Impact
Complete Health Improvement Program	Mercy Health began the Complete Health Improvement Program in 2014. Two nine-week sessions are offered per year and includes using behavior change and self-discovery learning tools to assist participants in making a multifaceted lifestyle change with a goal of reducing chronic disease. There were 10 participants in 2018 and 9 participants in 2019 who completed the program. Participants showed an improvement in weight management in youth and adults, blood pressure, cholesterol, fasting blood sugar, sleep, resilience and depression and BMI.
Community Outreach	Tiffin Hospital provides flu shots to all employees and provides other vaccinations free of charge to employees. Immunizations are also available at the Seneca County Health Department.

	Tiffin Hospital provides a community screening event 5 times per year at minimal cost, which includes lab testing to include PSA, dexameter screening, blood pressure screening and provides other health related information. The hospital also provides mammograms at reduced cost or free of charge for those eligible.
Mercy Medicine Program MMAP	The program helps provide patients with a temporary supply of medications and a consultation with social services and HELP representative to bridge medication assistance. In 2018, MMAP provided a total of \$5242 in assistance and served 97 people.

