

2017-2019 Community Health Needs Assessment Implementation Plan

ADOPTED BY THE MARKET PARENT BOARD OF TRUSTEES, DECEMBER 2016

MERCY HEALTH — DEFIANCE HOSPITAL

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Introduction

Mercy Health — Defiance Hospital (“Defiance Hospital”) is a 23-bed, full-service hospital providing inpatient, outpatient and ancillary healthcare services. Defiance Hospital, along with local health, education, social service, nonprofit and governmental agencies participated in a Community Health Needs Assessment (“CHNA”) conducted for Defiance County and surrounding areas. The detailed process, participants and results are available in Defiance Hospital Community Health Needs Assessment Report which is available at mercy.com.

This Community Health Needs Assessment Implementation Plan will address the significant community needs identified through the CHNA. The plan indicates which needs Defiance Hospital will address and how. Defiance participates in workgroups in each of the four needs

Beyond the programs and strategies outlined in this plan, Defiance 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 plan will provide the foundation for addressing the community’s significant needs between 2017 and 2019. However, Defiance Hospital anticipates that some of the strategies, tactics and even the needs identified will evolve over that period. Defiance Hospital plans a flexible approach to addressing the significant community needs that will allow for adaption to changes and collaboration with other community agencies.

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

Since 1997, Defiance County has conducted community health assessments (CHAs) to measure and address community health status. Defiance Hospital participated in a Community Health Needs Assessment (CHNA) process coordinated by POWER Defiance County Coalition. Various social service, business and government organizations in Defiance County conducted the CHNA to collect data that reports the health and health behaviors of Defiance County residents. Data was collected for this assessment with the assistance of the Hospital Council of Northwest Ohio (HCNWO). Defiance Hospital is a member of and contributed financially to the POWER Defiance County Coalition in support of the 2015 Defiance County Community Health Status Assessment report.

The most recent Defiance County Health Assessment (CHA) was cross-sectional and included a written survey of adults, adolescents and parents within Defiance County. 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. Using these models allows Defiance County to compare the data collected in their CHA to national, state and local health trends.

From the beginning phases of the CHA, 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 an important step in completing a valid needs assessment.

The Defiance County CHA has been a vital tool for creating the Defiance County Community Health Improvement Plan (CHIP). The Public Health Accreditation Board (PHAB) defines a CHIP as “a long-term, systematic effort to address health problems on the

basis of the results of assessment activities and the community health improvement process. This plan is used by health and other governmental education and human service agencies, in collaboration with community partners, to set priorities and coordinate and target resources. A CHIP is critical for developing policies and defining actions to target efforts that promote health. It should define the vision for the health of the community inclusively and should be done in a timely way.”

COMMUNITIES SERVED BY HOSPITAL

For the purposes of the CHNA, Defiance Hospital used Defiance County in Ohio as the main service area. Defiance Hospital serves a broad geographic area encompassing Defiance County and surrounding counties in northwest Ohio. Based on the county of residency for discharged patients, the primary service area for Defiance Hospital is Defiance County. The population of the primary service area is approximately 39,000 and is older, poorer and has worse health statistics than state and national averages. The demographics of the primary service area include the following ethnic and cultural groups: Caucasian (91.8%), Hispanic (9.4%), African American (1.8%), Asian (0.3%), two or more races (1.8%), American Indian (0.3%) and some other race (4.5%). 11.4% of residents are in households below the Federal poverty line. 21.9% of Defiance County residents are enrolled in Medicaid.

Defiance County covers 412 square miles. It is bordered to the north by Williams County, to the north and east by Henry County, to the south by Putnam and Paulding counties and to the west by Indiana. ZIP codes included in the community served by the hospital include 43512, 43526, 43549, 43519, 43530, 43556, 43520 and 43536.

COLLABORATING PARTNERS

The 2016–2018 CHIP was drafted by agencies and service providers within Defiance County. During the past several months, the committee reviewed many sources of information concerning the health and social challenges Defiance County adults, youth and children may be facing. They determined priority issues that, if addressed, could improve future outcomes, they determined gaps in current programming and policies and they examined best practices and solutions. The committee has recommended specific action steps they hope many agencies and organizations will embrace to address the priority issues. We would like to recognize these individuals and thank them for their devotion to this process and this body of work:

- POWER Defiance County
- City of Defiance
- Community Memorial Hospital
- CPC Women’s Health Resource
- Defiance Area Foundation
- Defiance Area YMCA
- Defiance City Schools
- Defiance County Commissioners
- Defiance County Emergency Management Agency
- Defiance County General Health District
- Defiance County Help Me Grow — Early Intervention
- Defiance County Juvenile Court
- Defiance County Ohio State University Extension Office
- Defiance Development and Visitors Bureau
- Defiance County Family and Children First Council
- Four County ADAMhs Board
- Four County Family Center
- Hicksville Village
- Mercy Health — Defiance Hospital and Mercy Health — Defiance Clinic
- Northwestern Ohio Community Action Commission
- ProMedica Defiance Regional Hospital
- Recovery Services of Northwest Ohio
- United Way of Defiance County

This strategic planning process was facilitated by the Director of Community Health Improvement and a graduate assistant from the HCNWO.

Identifying significant needs

To facilitate the Community Health Improvement Process, the Defiance County Health Department, along with the local hospitals, invited key community leaders to participate in an organized process of strategic planning to improve the health of county residents. The National Association of City County Health Officers (NACCHO) strategic planning tool, Mobilizing for Action through Planning and Partnerships (MAPP), was used throughout this process.

The MAPP framework includes these six phases:

1. Organizing for success and partnership development
2. Visioning
3. Conducting the MAPP assessments
4. Identifying strategic issues
5. Formulating goals and strategies
6. Taking action: planning, implementing, and evaluation

The MAPP process includes four assessments: Community Themes & Strengths, Forces of Change, the Local Public Health System and the Community Health Status. These four assessments were used by POWER Defiance County to prioritize specific health issues and population groups which are the foundation of this plan.

Implementation Plan

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

PRIORITIZED HEALTH NEEDS

The table below lists the Significant Community Health Needs identified through the CHNA and specifies which needs Defiance Hospital will address.

Prioritized significant community health need	Addressed by hospital
Decrease obesity.....	Yes
Increase mental health services.....	Yes
Reduce substance abuse	Yes
Increase injury prevention	Yes

DECREASE OBESITY

As detailed in Defiance Hospital’s Community Health Needs Assessment Report:

The 2015 Health Assessment revealed that 70% of Defiance County adults were overweight or obese based on Body Mass Index (BMI). More than one-third (36%) were obese. 18% of Defiance County youth were obese, according to BMI by age. When asked how they would describe their weight, 32% of youth reported that they were slightly or very overweight. 23% of children were classified as obese by BMI calculations.

Goal

Reduce the percentages of overweight or obese adults and children in Defiance County by offering educational programs, healthy food options within Defiance Hospital, and using marketing materials to better brand the Good4You program.

Expected impact

Reduction of the percentages of overweight or obese adults and children in Defiance County

Targeted populations

All adults and children determined to be overweight or obese in Defiance County.

Strategies

The Defiance County Health Improvement Plan recommends the following action steps to work toward decreasing adult, youth and child obesity:

- Implement OHA Health Hospitals Initiative.
- Distribute Wellness Community Guide & Calendar.
- Incorporate families and children into community physical activities.
- Increase the number of businesses and organizations providing wellness programs and insurance-incentive programs to their employees.
- Build and expand community gardens.
- Increase the amount of nutrition/physical education materials being offered to patients by primary care providers.
- Implement Complete Streets Policies.
- Implement Safe Routes to School.

Because the last survey of employer-provided wellness programs was done in 2013, Defiance Hospital is working with the Defiance County Health Department, Hicksville Community Hospital and the Defiance YMCA to reassess:

- The number of businesses in Defiance County providing wellness programs for employees
- What employer-provided wellness programs include

Defiance Hospital intends to implement the following strategies within the hospital:

- Join Good4You educational webinars hosted by OHA and HCNO.
- Complete all assessment tools provided by OHA to gather baseline information on current food and beverages in hospital cafeterias, vending machines, meetings and gift shops.
- Research and implement the Good4You initiative in at least one of the following priority areas:
 - Healthy cafeterias/cafes
 - Healthy vending machines
 - Healthy meetings and events
 - Healthy outside vendors and franchises
- Use marketing materials (posters, table tents, stickers, etc.) to better brand the Good4You program.

- Maintain vending machines with increased healthy choices installed at Defiance Hospital in late 2016. Defiance Hospital will use the Good4you Healthy Vending Assessment Tool to evaluate each of the three vending areas to establish a base line during the second quarter of 2017. Baseline data will be used to establish percentage-increase goals for healthy choices during the remaining quarters of 2017, 2018 and 2019.
- Maintain and enhance the walking path on property owned by Defiance County and adjacent to Mercy Health property.
- Work with in-house dietary staff to provide Good4you Healthy Meetings choices.
- Add meditation stations throughout the hospital.

Strategic measures

- Track the number of Good4You educational webinars attended.
- Complete the assessment tools provided by OHA and develop strategies based on results.
- Track the number of Good4You initiatives implemented.
- Track dollars spent on marketing materials to brand the Good4You program.
- Increase the number of healthy choices based on nutritional value by 10%.
- Reduce the number of unhealthy choices based on nutritional value by 10%.

Community collaborations

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

- POWER Defiance County Coalition
- Mercy Health — Defiance Hospital
- Summer Playground Food & Fun program offered by the Northwestern Ohio Community Action Commission
- YMCA and AmeriCorps volunteers
- YMCA programs like In It to Thin It and Silver Sneakers
- Curves
- Willpower Fitness
- Community Memorial Hospital
- Defiance College
- Weight Watchers
- Taking Off Pounds Sensible (T.O.P.S.) program

- Brooke Garden's Back to Roots program
- American Cancer Society's Worksite Wellness Program and Relay Recess
- Child and Adult Care Food Programs (CACFP)
- Youth for Christ
- Backpack Buddy Program offered through United Way
- St. John's Church of Christ
- Defiance Senior Center
- Hicksville Fairgrounds Master Gardeners and Kircher's Gardening Class
- American Heart Association
- Community Pregnancy Center

INCREASE MENTAL HEALTH SERVICES

As detailed in Defiance Hospital's Community Health Needs Assessment Report:

In 2015, 4% of Defiance County adults considered attempting suicide. 14% of adults had a period of two or more weeks when they felt so worried, tense or anxious nearly every day that they stopped doing usual activities. 15% of Defiance County youth grades 6-12 had seriously considered attempting suicide in the past year, and 5% admitted attempting suicide in the past year.

Goal

Through proven and promising best practices, effective programs will be better able to help achieve the Healthy People 2020 Mental Health and Mental Disorders objectives:

- Improve mental health through prevention.
- Ensure access to appropriate, quality mental health services.

Expected impact

Reduced percentages of depressed or suicidal adults and children.

Targeted populations

All depressed or suicidal adults and children in Defiance County.

Strategies

The Defiance County Health Improvement Plan recommends the following action steps to increase use of mental health services by adults and youth:

- Increase awareness of available mental health services.

- Expand evidence-based programs targeting youth.
- Increase the number of primary care physicians who screen for depression during office visits.
- Provide Mental Health First Aid Training.
- Expand integrated care efforts.

Defiance Hospital intends to implement the following strategies:

- Provide one volunteer to the Four County L.O.S.S. (Local Outreach to Suicide Survivors). This will provide a team of three volunteers to respond to calls from law enforcement for supporting people who've lost a loved one to suicide.
- Review assessment tools available to physicians through EPIC.
- Make “Defiance County Family Services Guide” available to PCP urgent care and emergency room offices.

The Four County L.O.S.S. team meets monthly to debrief calls made by teams and assess the effectiveness of each call for lessons to learn and improvements. The team has collected data over the past year, the first year of operation. The most at-risk population is men age 30–50. The team is evaluating methods to improve suicide prevention in this population with hot-line contacts, an awareness campaign and advertising. Defiance Hospital continues to work with this team.

Strategic measures

- Track the number of volunteer hours provided through the Four County L.O.S.S. program.
- Track the number of call responses provided that include a Defiance Hospital volunteer.
- Completion of providing “Defiance County Family Services Guide” to PCP urgent care and emergency room offices.

Community collaborations

Other resources in the community available to meet the prioritized need include:

- POWER Defiance County Coalition
- Mercy Health — Defiance Hospital
- Four County Suicide Prevention Coalition
- Center for Child & Family Advocacy

- Maumee Valley Guidance Center
- Recovery Services of Northwest Ohio
- Juvenile Probation Court youth mentoring program
- YMCA
- Comprehensive Crisis Care suicide prevention hotline and crisis stabilization unit
- Church youth programs
- One Step at a Time 5K
- Project Respect
- Four County Suicide Prevention
- Four County Recovery MVGS
- MVGC Integrated Care Project
- ADAMhs Board L.O.S.S. program
- Four County Family Center

DECREASE SUBSTANCE ABUSE

As detailed in Defiance Hospital’s Community Health Needs Assessment Report:

Adult alcohol consumption

In 2015, 49% of the Defiance County adults had at least one alcoholic drink in the past month, increasing to 56% of men and 64% of those under age 30. The 2013 BRFSS reported rates of 53% of adults in Ohio and 55% for the U.S. overall. 10% of adults were considered frequent drinkers (drinking an average of three or more days per week), and 23% of Defiance County adults were considered binge drinkers. The 2013 BRFSS reported a binge drinking rate of 17% for both Ohio and the U.S.

Adult tobacco use

In 2015, 15% of Defiance County adults were current smokers. The 2013 BRFSS reported current smoker rates of 23% for Ohio and 19% for the U.S. 21% of Defiance County adults indicated they were former smokers (smoked at least 100 cigarettes in their lifetime and now do not smoke). The 2013 BRFSS reported a former-smoker rate of 25% for both Ohio and the U.S.

Adult drug use

4% of Defiance County adults had used marijuana in the past six months, increasing to 5% of those with incomes more than \$25,000. Less than 1% of Defiance County adults reported using other recreational drugs in the past six months such as cocaine, synthetic marijuana/K2, heroin, LSD, inhalants, Ecstasy, bath salts and

methamphetamines. 3% of adults had used medications 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. This percentage increased to 7% of those over the age of 65.

Youth alcohol consumption

In 2015, the Health Assessment indicated that 50% of all Defiance County youth age 12-18 had at least one drink of alcohol in their life, increasing to 69% of those age 17 and older. In 2013, YRBS reported this rate to be 66% for the nation. 20% of youth had at least one drink in the past 30 days, increasing to 34% of those age 17 and older. Of those who drank, 48% had five or more alcoholic drinks on an occasion in the last month and would be considered binge drinkers by definition. Based on all youth surveyed, 10% were defined as binge drinkers, increasing to 17% of those age 17 and older. In 2013, YRBS reported this rate to be 16% for Ohio and 21% for the nation.

Youth tobacco use

In 2015, 23% of Defiance County youth had tried cigarette smoking, compared to 41% for the U.S., as reported in the 2013 YRBS. 4% of all youth had smoked a whole cigarette for the first time before the age of 13. In 2015, 8% of youth were current smokers, increasing to 13% of youth age 17 and older. Defiance County youth used the following forms of tobacco the most in the past year: e-cigarettes (12%), cigarettes (12%), hookah (7%), Black and Milds (6%), cigars (5%), swishers (4%), chewing tobacco or snuff (4%), cigarillos (4%), flavored cigarettes (2%), snus (1%) and bidis (1%). No one reported using dissolvable tobacco products or little cigars.

Youth drug use

In 2015, 9% of Defiance County youth had used marijuana at least once in the past 30 days, increasing to 15% of high school youth. The 2013 YRBS reported 21% for Ohio youth and 23% for U.S. youth. 9% of youth used medications that were not prescribed for them or took more than prescribed to feel good or get high at some time in their lives, increasing to 15% of those over the age of 17.

Goal

To increase community awareness of the problem of addiction and of the availability of effective treatment opportunities.

Expected impact

Reduction in the numbers of adults and children who are substance abusers.

Targeted populations

All adults and children in Defiance County displaying substance abuse indicators.

Strategies

The Defiance County Health Improvement Plan recommends the following action steps to work toward decreasing adult and youth substance abuse:

- Expand efforts of the Defiance County Drug Free Coalition.
- Implement Parent Project.
- Increase awareness of available programs.
- Increase the number of healthcare providers screening for alcohol and drug abuse.
- Provide Incredible Years programming in elementary schools.
- Implement a community-based comprehensive program to reduce alcohol abuse.

Defiance Hospital intends to implement the following strategies:

- Participate in the Defiance County Drug Free Coalition.
- Remain active with the Four County ADAMhs Board in Defiance, Williams, Fulton and Henry counties.
- Install drop off boxes for drugs.
- Establish a protocol for “Warm Handoff.”
- Provide one volunteer to the Four County L.O.S.S.

Strategic measures

- Defiance Hospital will continue to participate in The Defiance County Drug Free Coalition and it’s strategic plan.
- Complete installation of drop off boxes for drugs.
- Complete the establishment of a protocol for “Warm Handoff.”
- Track involvement with L.O.S.S. volunteer activity for Defiance County by capturing volunteer hours and call-outs.

Community collaborations

Other resources in the community available to meet the prioritized need include:

- POWER Defiance County Coalition
- Four County Family Center
- MVGS
- ProMedica Defiance Regional Hospital
- Students Against Destructive Decisions (SADD)
- YMCA
- Alcoholics Anonymous
- Community Pregnancy Center
- Al-Anon
- Narcotics Anonymous
- A Renewed Mind and Medicare
- Recovery Services of Northwest Ohio

INCREASE INJURY PREVENTION

As detailed in Defiance Hospital's Community Health Needs Assessment Report:

Adult safety

14% of Defiance County adults had fallen in the past six months due slipping, tripping or stumbling. 2% had fallen on the stairs, less than 1% reported falling in the shower or from ladders and 3% reported falling in or from some other way or place. 3% of Defiance County adults age 65 and older have fallen more than once. 58% of Defiance County adults had firearms in or around their home. 42% of those who reported having firearms in or around the house indicated the firearms were for hunting or sport. 33% reported they were for protection, 2% for work and 5% for some other reason.

Defiance County adults reported doing the following while driving: eating (53%), talking on a hand-held cell phone (49%), talking on a hands-free cell phone (19%), not wearing a seatbelt (15%), texting (14%), using internet on their cell phone (7%), being under the influence of alcohol (5%), checking Facebook on their cell phone (5%), reading (1%), being under the influence of drugs (1%) and other activities such as applying makeup, shaving, etc. (2%).

2% of adults reported they or a family member contacted the poison control hotline or had gone to the emergency room for a potential poisoning in the past year. 88% of Defiance County adults reported always wearing a helmet while riding a snowmobile, 20% for a motorcycle, 17% for an ATV, and 7% while riding a bike. 81% of Defiance County adults reported never wearing a helmet while riding a bike, 51% for an ATV and 33% for a motorcycle.

Youth safety

7% of Defiance County youth rarely or never wore a seatbelt when riding in a car driven by someone else. Only 54% reported they always wore a seatbelt. In the past 30 days, 13% of youth had ridden in a car driven by someone who had been drinking alcohol and 2% of youth drivers had driven a car themselves after drinking alcohol.

In the past year, 13% of Defiance County youth always wore a helmet when they rode a motorcycle or dirt bike (13%), 10% for a snowmobile, 8% for an ATV, and 3% for a bicycle. Defiance County youth never wore a helmet when they rode the following in the past year: a bicycle (58%), an ATV (19%), a motorcycle or dirt bike (11%) and a snowmobile (6%).

Defiance County youth drivers did the following while driving in the past month: wore a seatbelt (74%), talked on their cell phone (51%), ate (49%), texted (43%), used the internet on their cell phone (21%), used a cell phone for other things (13%), checked Facebook on their cell phone (8%), played electronic games on a cell phone (4%), applied makeup (4%), drank alcohol (3%), used illegal drugs (3%), read (2%) and misused prescription drugs (1%).

18% of youth reported that while playing with a sports team they had suffered a blow or jolt to the head that caused them to get "knocked out," have memory problems, have double or blurry vision, have headaches or "pressure" in the head or have nausea or vomiting. This increased to 24% of high school youth and 27% of those age 17 and older. The 2013 YRBS reported 12% for youth in Ohio. More than two-thirds (69%) of Defiance County youth reported there was a firearm in or around their home. 1% of youth reported the firearms were unlocked and loaded. 91% of youth had a Twitter, Instagram, Facebook, online gaming or other social network account.

Child safety

61% of parents reported putting their infant to sleep on their back. 10% reported their infant was placed on their side, 10% said their infant slept in bed with them or with another person. 8% said their infant slept on their stomach and 5% used various methods. Children were put to sleep in the following places: pack n' play (56%), crib/bassinette without a bumper, blankets or stuffed animals (50%), crib/bassinette with a bumper, blankets or stuffed animals (47%), in bed with a parent or another person (42%), in a swing (39%), in a car seat (31%), on the floor (15%) and on a couch or chair (11%).

49% of parents reported their child always rode in a car seat/booster seat when a passenger in a car, decreasing to 29% of children age 6-11 years old. Parents reported their child always wore a helmet when riding the following: ATV (18%), a scooter/bike (14%), rollerblades/skates (3%) and a skateboard (3%). Parents reported their child never wore a helmet when riding the following: rollerblades/skates (12%), a scooter/bike (31%), a skateboard (12%) and an ATV (8%).

Goal

To increase community awareness of preventable injury problems and to provide access to programs and practices available for injury prevention in order to decrease the number of preventable injuries.

Expected impact

Reduction of the percentages of injuries to adults and children.

Targeted populations

All Defiance County adults and children at risk for injury.

Strategies

The Defiance County Health Improvement Plan recommends the following action steps to reduce adult, youth and child injuries:

- Increase the use of safe sleep practices.
- Implement STEADI program.
- Implement Matter of Balance program.
- Increase awareness of child-passenger-safety best practices.

Defiance Hospital also intends to participate in the POWER Defiance County Coalition.

Strategic measures

Defiance Hospital will review the assessment tools available to physicians through EPIC and identify additional strategies and strategic measurements for implementation.

Community collaborations

Other resources in the community available to meet the prioritized need include:

- POWER Defiance County Coalition
- ProMedica Defiance Regional Hospital
- YMCA
- Community Pregnancy Center
- Mercy Health — Defiance Hospital
- Local sheriff's office