



2020-2022 Community Health Needs Assessment — Implementation Plan

Adopted by the Mercy Health Toledo Board of Trustees, March 2019

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Table of contents

INTRODUCTION

Community served by hospital
Mission statement

EXECUTIVE SUMMARY

Background and process

IDENTIFYING SIGNIFICANT NEEDS

IMPLEMENTATION PLAN

Prioritized significant needs
Implementation strategies

1. Mental Health
2. Substance Abuse
3. Preventative Health/Chronic Disease

Introduction

Mercy Health Tiffin Hospital (“Mercy Health Tiffin” or “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 Mercy Health Tiffin 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 Tiffin Hospital will address and how, as well as which needs Tiffin Hospital won’t address and why.

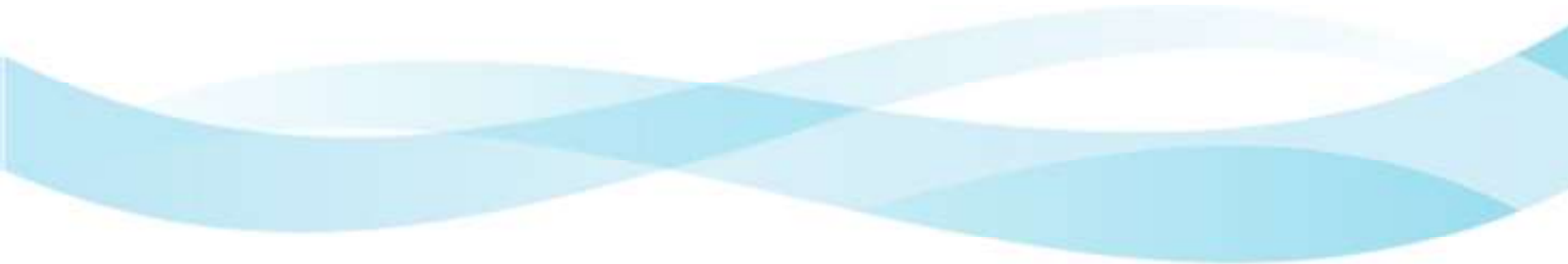
Beyond the programs and strategies outlined in this plan, Tiffin Hospital will address the health care needs of the community by continuing to operate in accordance with its mission to extend the healing ministry of Jesus by improving the health of its communities with emphasis on the poor and under-served. 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 2020 and 2022. 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 Health's Mission and culture are expressed through the organization's 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

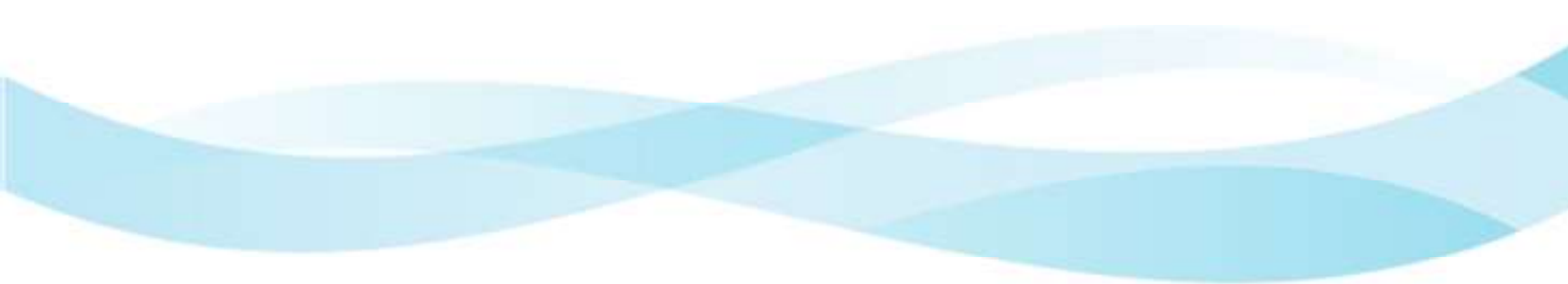
Our commitment to respond to those in need

Executive Summary

BACKGROUND AND PROCESS

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.

This executive summary provides an overview of health-related data for Seneca County adults (ages 19 and older) who participated in a county-wide health assessment survey during March through June 2019. 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). The Hospital Council of Northwest Ohio (HCNO) collected the data, guided the health assessment process and integrated sources of primary and secondary data into the final report.



National public health accreditation status through the Public Health Accreditation Board (PHAB) requires community health assessments (CHAs) to be completed at least every five years. The purpose of the community health assessment is to learn the health of the population, identify areas for health improvement, identify contributing factors that impact health outcomes, and identify community assets and resources that can be mobilized to improve population health.

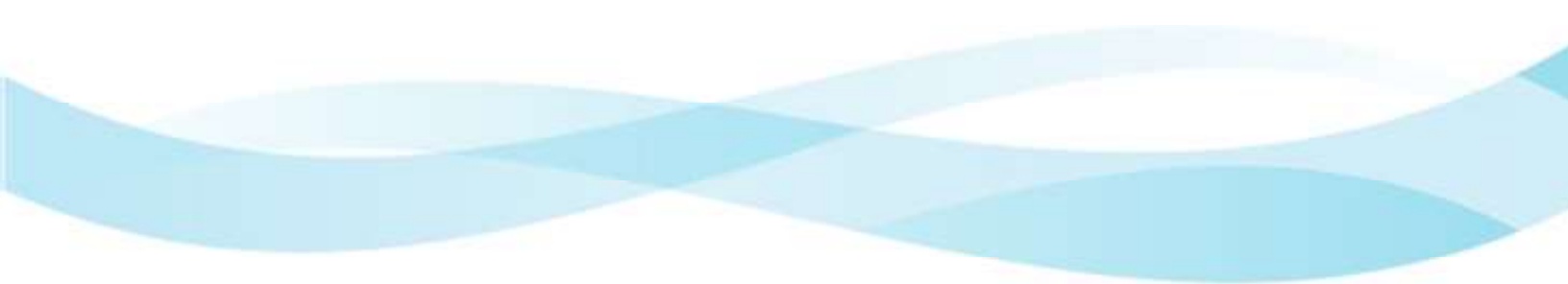
PHAB standards highly recommend that national models of methodology are utilized in compiling CHAs. The 2019 CHA was completed using the National Association of County and City Health Officials (NACCHO) Mobilizing Action through Partnerships and Planning (MAPP) process. MAPP is a community-driven planning process for improving community health. This process was facilitated by HCNO in collaboration with various local agencies representing a variety of sectors.

The assessment includes a variety of data and information from various sources, focusing on primary data at the county level. Supporting data, such as secondary data, demographics, health disparities (including age, gender, and income-based disparities), and social determinants of health, can be found throughout the report.

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.

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 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.



Identifying significant needs

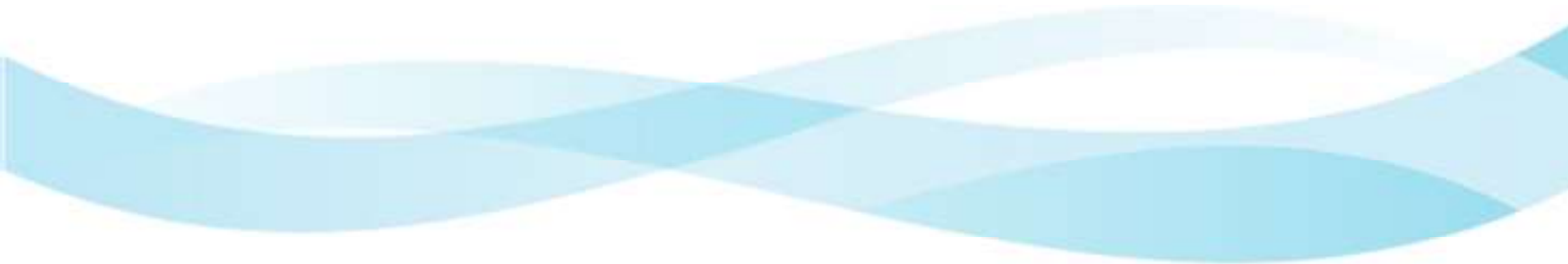
Members of the Community Health Improvement Plan committee organized by the Seneca County Health Alliance, reviewed many sources of information concerning the health and social challenges faced by Seneca County adults, youth and children. They determined priority issues that could be addressed to improve 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. The Seneca County Health Alliance met and completed the following planning steps:

- Initial meeting: Reviewed process and timeline; finalized committee members; created or reviewed vision
- Chose priorities: Used quantitative and qualitative data to prioritize target areas
- Ranked priorities: Ranked community health problems based on magnitude, seriousness of consequences and feasibility of correcting
- 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.
- Determined forces of change and community themes and strengths: Administered open-ended questions to the committee on community themes and strengths
- 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
- Assessed local public health: Reviewed the local public health system assessment with committee
- Reviewed best practices: Reviewed, in addition to best practices, proven strategies, evidence continuum and feasibility continuum
- 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 November, 2019. 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 2019 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.

Implementation Plan

Tiffin Hospital is continuing to work with other county agencies and is committed to developing a county-wide Community Health Improvement Plan. While that plan is still being finalized, Tiffin Hospital is committed to addressing the health needs of the community through the strategies and tactics described in this Implementation Plan, which will be in alignment with the overall Community Health Improvement Plan.

PRIORITIZED SIGNIFICANT COMMUNITY HEALTH NEEDS

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

Prioritized significant community health need	Addressed by hospital
Mental Health	Yes
Substance Abuse	Yes
Preventative Health/Chronic Disease	Yes

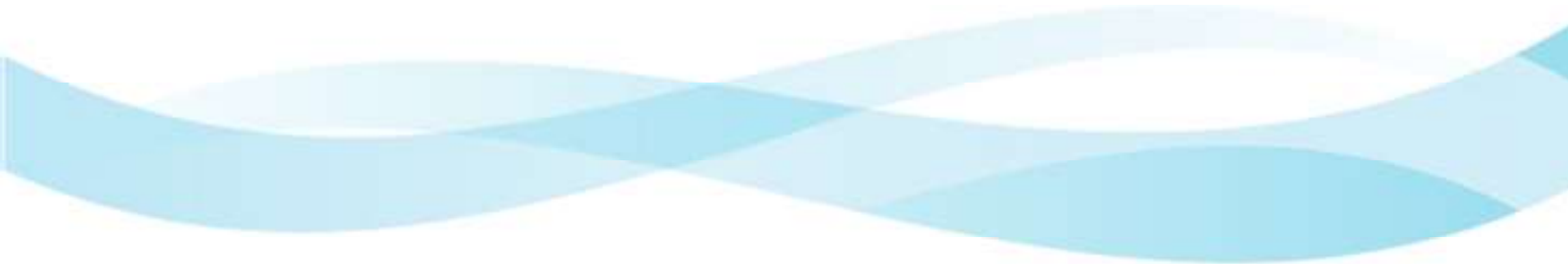
IMPLEMENTATION STRATEGIES TO ADDRESS SIGNIFICANT COMMUNITY HEALTH NEEDS

MENTAL HEALTH AND SUBSTANCE ABUSE

Description

As detailed in the hospital’s Community Health Needs Assessment Report:

- 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.
- 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.



- Sixteen percent (16%) of adults used a program or service for themselves or a loved one to help with depression, anxiety, or emotional problems.
- Fifty-eight percent (58%) of Seneca County adults had at least one alcoholic drink in the past month, increasing to 62% of those with incomes more than \$25,000.
- 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.

Goal

Increase awareness of adult and youth mental health and addiction 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 and addiction concerns.

Strategies

- Firelands/Mercy Health - Tiffin Hospital implemented with ER personnel a program called Screening, Brief Intervention and Referral to Treatment program (SBIRT).
- 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.
- Mercy Health Tiffin Mental Health and Addiction Workgroup provides educational materials and training to physicians, staff and community to enhance awareness of mental health and addiction issues. Within the scope of three years the hospital plans and has worked with the schools to provide free screenings for the Drug Free Club which is a voluntary program for the students.

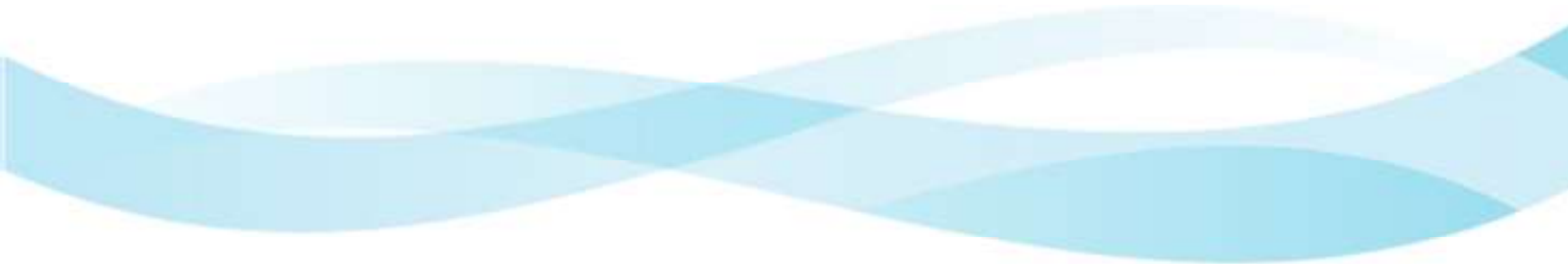
Strategic measures

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

Community collaborations and Resources

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

PREVENTATIVE HEALTH/CHRONIC DISEASE

Description

As detailed in the hospital's Community Health Needs Assessment Report:

- Key findings 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.
- Three percent (3%) of adults reported they had survived a heart attack or myocardial infarction, increasing to 12% of those over the age of 65.
- More than one-third (37%) of adults had been diagnosed with high blood pressure.
- Thirty-seven percent (37%) of adults had been diagnosed with high blood cholesterol.

Goal

Focus on prevention of chronic illnesses of adults and youth of Seneca County.

Expected impact

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

Targeted populations

Reduction of the percentage of chronic illnesses.

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 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.

- Mercy Health - Tiffin Hospital offers a free Diabetic Support Group monthly providing educational speakers and materials to those in attendance.

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

- Promedica Fostoria Hospital
- Seneca County Health Department
- Tiffin Community YMCA
- Federally qualified Health Center

