



2022 Community Health Needs Assessment – Implementation Plan

Mercy Health Toledo – Willard Hospital

2023 – 2025 Community Health Needs Assessment – Implementation Plan

Mercy Health Toledo – Willard Hospital

Adopted by the Mercy Health North Board of Trustees,
April 18, 2023

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.

The following document is a detailed Community Health Implementation Plan for Mercy Health Toledo – Willard 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 create effective strategies to meet the health needs of our community.

Having identified the greatest needs in our community, the Community Health Implementation Plan ensures our resources for outreach, prevention, education, and wellness are directed towards opportunities where the greatest impact can be realized.

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Willard Hospital**

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Mercy Health CHIP Short
Link: [Bit.ly/MercyCHIP](https://bit.ly/MercyCHIP)

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Introduction

Mercy Health Willard Hospital is a community hospital committed to high-quality health care with compassion. We are a 20-bed facility that provides inpatient, outpatient, and other healthcare services. Our doctors, nurses and caregivers are committed to helping the communities we serve be well in mind, body, and spirit.

The detailed process, participants, and results are available in Mercy Health Toledo – Willard Hospital Community Health Needs Assessment, which is available at [Mercy.com](https://www.mercy.com)

This Community Health Needs Assessment Implementation Plan will address the prioritized significant community health needs through the CHNA. The Plan indicates which needs Mercy Health Toledo – Willard Hospital will address and how, as well as which needs Mercy Health Toledo – Willard Hospital won't address and why.

Beyond programs and strategies outlined in the plan Mercy Health Toledo – Willard 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 underserved. This includes providing care for all individuals regardless of their ability to pay.

The strategies in this Implementation Plan will provide the foundation for addressing the community's significant needs between 2023 – 2025. However, Mercy Health Toledo – Willard Hospital anticipates that some strategies, and even the needs identified will evolve over that period. Mercy Health Toledo – Willard Hospital plans a flexible approach to addressing the significant community needs that will allow for adaptation to changes and collaboration with other community agencies.

Community Served by the Hospital

Mercy Health Willard Hospital serves a geographic area in northwest Ohio and southeast Michigan encompassing Huron County and the cities of Greenwich, Monroeville, New London, North Fairfield Village, Norwalk, Plymouth, Wakeman, and Willard. Based upon the county of residence of discharged inpatients, most patients reside in Huron County. This primary service area includes the following ethnic groups: 95.98% Caucasian, 0.97% African American, 0.18% Native American, 0.25% Asian, 0.01% Pacific Islander, 1.63% from other races and 0.99% from two or more races. 3.56% of the population was Hispanic or Latino of any race.

Huron County, Ohio has a total area of 495 square miles. It includes Zip codes 44811, 44826, 44837, 44847, 44850, 44851, 44855, 44857, 44865, 44888, 44889 and 44890. Surrounding counties are Sandusky to the northwest, Seneca to the west, Crawford to the southwest, Erie to the north, Richland to the south, Lorain to the east and Ashland to the southeast.

Our Mission

As a system Mercy Health is dedicated to extending the compassionate ministry of Jesus by improving the health and well-being of our communities and bring good help to those in need, especially people who are poor, dying and underserved.

Our Vision

Inspired by God's hope for the world, we will be a ministry where associates want to work, clinicians want to practice, people seek wellness and communities thrive.

Our Values

Human Dignity

We commit to upholding the sacredness of life and being respectful and inclusive of everyone.

Integrity

We commit to acting ethically and modeling right relationships in all of our individual and organizational encounters.

Compassion

We commit to accompanying those we serve with mercy and tenderness, recognizing that "being with" is as important as "doing for."

Stewardship

We commit to promoting the responsible use of all human and financial resources, including Earth itself.

Service

We commit to providing the highest quality in every dimension of our ministry.



Executive Summary

Background and Process

Mercy Health — Willard Hospital is a key stakeholder and partner of Huron County Health Partners, a collaborative strategic planning process involving many community agencies and coalitions from various sectors. Huron County Health Partners commissioned a Community Health Needs Assessment (CHNA) for Huron County to assess and identify the health needs of the community. The CHNA was conducted by various social service, business, and government organizations in Huron County to collect data that reports the health and health behaviors of Huron County residents. Data was collected for this assessment with the assistance of the Hospital Council of Northwest Ohio. That CHNA Report can be found at: <https://www.mercy.com/about-us/mission/giving-back/community-health-needs-assessment>

Mercy Health Toledo - Willard Hospital leveraged three external data resources since the Huron County data was collected before the COVID-19 global pandemic. Those resources utilized to inform the development of the CHNA are: Metopio, County Health Rankings, and U.S. Census Bureau data. Additionally, Mercy Health Toledo – Willard Hospital used consultants, FORVIS, to conduct key informant interviews in October 2022.

Identifying Significant Needs

Significant health needs were identified based on common themes throughout key informant interviews and market data analysis. Where multiple stakeholders indicated there was significant need, that health concern was elevated. Once elevated, the need was validated through the quantitative data analysis. The community input drove the significant health needs and was supplemented by the quantitative market data.

Key themes were identified after evaluating the information gathered in community interviews and the market analysis. Common health concerns in the community include access to healthcare services, mental health and depression, and food and housing insecurity.

Additionally, the major barriers to addressing these issues include lack of transportation, limited health education and literacy, financial barriers, and competing priorities. These key themes should be widely considered throughout the development and implementation of community health plans in Huron County.

Implementation Plan

Mercy Health Toledo – Willard Hospital is committed to addressing the prioritized significant health needs of the community through the strategies described in this Implementation Plan.

Prioritized Significant Health Needs

The table below lists the prioritized significant health needs that were identified through the CHNA and specifies which needs Mercy Health Toledo – Willard Hospital will address.

Prioritized Significant Health Needs	Hospital Addressing Need
Access to Healthcare Services	Yes
Health Education and Literacy	Yes
Mental Health and Depression	No
Chronic Disease	Yes
Drug and Substance Abuse	No

Prioritized Significant Social Determinant of Health Needs Implementation Strategies

Access to Healthcare Services

Description

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

Due to the nature and demographics of the rural environment, the proximity of specialists and other healthcare providers is a barrier to the Huron County residents. Particularly, there is a lack of specialized pediatric service providers in the county which impacts children's ability to receive care in a timely manner. The rural nature of the county also hinders non-local travel due to the lack of public transportation and other private transport limitations. When analyzing mental and medical provider ratios, the gap of providers to patients is considerably larger compared to the Ohio average. For example, the primary care physician ratio for Huron County sits at 2,158 persons per provider, while the Ohio average sits at 1,291 persons. The gap between dental and mental health providers also mimics this deficit in Huron. Lastly, a lack of insurance and minimal community awareness of available resources have remained major barriers to accessing healthcare services.

Goal

Increase access to healthcare in Huron county by utilization of the Mercy Van and explore the feasibility of increasing hours of van operation.

Expected impact

Increased access to healthcare services for patients with no transportation.

Targeted populations

Mercy Health Toledo – Willard Hospital patients with no transportation to medical appointments.

Strategies

Increase the number of rides utilized by patients and explore the feasibility of expanding hours of operation. In 2022 the van was used 85 times for on call rides.

- In 2023: goal of 1,100 runs and track number of on call runs
- In 2024: goal of 1,200 runs and track number of on call runs
- In 2025: goal of 1,250 runs and track number of on call runs

Strategic measures

- **Strategic Measure:** number of times van is utilized for healthcare transportation.

Community collaborations

- No community collaborations have been identified at this time.

Community resources available

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

- Mercy Van
- Huron County Transportation Department

Health Education and Literacy

Description

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

Huron County has higher preventable hospitalization rates (4,831), lower vaccination rates (50%), lower high school completion rates (89.2%) and lower college completion rates (55.6%) than the Ohio average (4,338; 51%; 90.8%; and 65.9% respectively).

Goal

Connect patients with higher emergency department utilization rates and unmet SDOH needs to the Mercy Health Willard Hospital and Willard Fire and Rescue Community Paramedicine program.

Expected impact

Decrease the inappropriate use of healthcare and enhance access to primary care.

Targeted populations

Patients with higher utilization of EMS services and emergency department usage with unmet SDOH needs.

Strategies

Community Paramedicine Program

- Year 1: Partner with MH Willard primary care providers, hospitalists and emergency department physicians to identify patients eligible for Community Paramedicine interventions and enroll 40 patients into the program.
- Year 2: Continue efforts from year 1 and enroll 40 new patients.
- Year 3: Continue efforts from year 1 and 2, enroll 40 new patients.

Strategic measures

- **Strategic Measure:** Number of patients enrolled in the program each year.

Community collaborations

- Willard Fire and Rescue

Community resources available

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

- Willard Fire and Rescue
- Huron County Public Health
- Fisher-Titus Hospital

Prioritized Significant Social Health Needs Implementation Strategies

Mental Health

Description

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

Mental health has risen as a significant health need following the COVID-19 pandemic. 22.4% of Huron County residents reported feelings of depression compared to the state average of 21.7%.

The downstream effects of social isolation and loss of face-to-face interaction have impacted the population across all age groups. The average number of poor mental health days in Huron County is 5.5 (this is the average number of mentally unhealthy days reported in the last 30 days). As many people are facing domestic/family issues, unemployment, and an overall lack of personal motivation, mental health has risen as a top concern. Additionally, mental health and wellness is a large community and individual health need impacting other social, emotional, and physical health needs. However, Huron County does not have the appropriate access to mental health resources and mental health providers to combat this issue.

Goal

Addressing mental health is critical to Huron County; however, at this time, Mercy Health Toledo – Willard Hospital will not be addressing this need due to the lack of resources. Mercy Health Toledo – Willard Hospital will support the work of the Huron County Mental Health Addiction Board.

Community resources available

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

- Huron County Mental Health Addiction Board
- Firelands Counseling and Recovery
- NAMI Huron County
- Fisher-Titus Behavioral Health

Drug and Substance Abuse

Description

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

Drug and/or substance abuse has remained a top community issue within the county. More specifically, opioids and alcohol abuse are still very common within the adolescent and adult populations. Overdose and suicide deaths are being reported at heightened levels. In Huron County, the drug overdose mortality rate sits at 45.8 deaths per 100,000 population, compared to the state average of 38.3. This unsettling metric can be attributed to other health needs such as mental health, family stability, health literacy, and addiction. The current rehabilitation centers located in Huron do not provide adequate services levels and could benefit from additional resources.

Goal

Addressing drug and substance abuse is critical to Huron County; however, at this time, Mercy Health Toledo – Willard Hospital will not be addressing this need. Mercy Health Toledo – Willard Hospital will continue to support the Let's Get Real program by providing warm handoffs to the program from the emergency department. Mercy Health Toledo – Willard Hospital will track the number of warm handoffs for this CHNA cycle.

Community resources available

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

- Huron County Mental Health Addiction Board
- Firelands Counseling and Recovery
- NAMI Huron County
- Fisher-Titus Behavioral Health

Prioritized Significant Clinical Health Needs

Implementation Strategies:

Chronic Disease

Description

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

36.4% of adults in Huron County are considered obese. Additionally, 30.2% of adults reported no leisure-time physical activity and 30.8% have high blood pressure. This is despite the fact that 61.9% of residents have access to exercise opportunities. These behavioral factors can contribute to the increasing development of chronic disease (heart disease, diabetes, obesity) within the community.

Goal

Focus on prevention of chronic illnesses of adults in Huron County.

Expected impact

Reduction of the percentage of chronic illnesses in adults in Huron County.

Targeted populations

Adults with chronic conditions.

Strategies

Mercy Health Toledo – Willard Hospital offers the Complete Health Improvement Program (CHIP) twice per 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 conditions. Due to the COVID-19 global pandemic the program was paused then switched to virtual sessions.

- **In 2023:** Collect baseline of participants to complete program and improve BMI, weight, blood pressure, blood sugar, and cholesterol.
- **In 2024:** Improve number of participants completing program by 5% of baseline and improvement in BMI, weight, blood pressure, blood sugar, and cholesterol by 5% baseline.
- **In 2025:** Improve number of participants completing program by 10% of baseline and improvement in BMI, weight, blood sugar, blood pressure, and cholesterol by 10% of baseline.

Strategic measures

- Number of participants who complete the program.
- Number of participants with decrease in BMI, weight, blood pressure, blood sugar and cholesterol.

Community collaborations

- No community collaborations have been identified at this time.

Community resources available

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

- Huron County Public Health
- Fisher-Titus Hospital

Board Approval

The Mercy Health Toledo – Willard Hospital 2023 Community Health Improvement Plan was approved by the Mercy Health North Board on April 18, 2023.

Board Signature Shirley B. Willis

Date April 25, 2023

For further information or to obtain a hard copy of this CHIP, please contact: Jessica Henry, Director Community Health
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Mercy Health CHIP Website: <https://www.mercy.com/about-us/mission/giving-back/community-health-needs-assessment>