



**MERCY**  
**MEDICAL CENTER**

*A Ministry of the Sisters of Charity Health System*

# 2020 Community Health Needs Assessment Implementation Strategy





## **A. ABOUT MERCY MEDICAL CENTER**

Mercy Medical Center is a ministry of the Sisters of Charity Health System ([sistersofcharityhealth.org](http://sistersofcharityhealth.org)), a system devoted to healing and addressing the unmet needs of individuals, families, and communities through a network of innovative services including health care, foundations, and human services.

Founded in 1908 in Canton, Ohio, by the Sisters of Charity of St. Augustine, Mercy has remained true to its mission in service to our community since the Sisters opened the doors of Mercy Hospital to a growing, diverse community to provide quality health care to all, regardless of race, religion, nationality and ability to pay.

We have grown into a nationally recognized health care organization that includes our main campus hospital in Canton; ten community health centers that provide outpatient health services in Alliance, Jackson Township, Massillon, North Canton, Plain Township, Lake Township, Louisville, Carroll County, and Tuscarawas County. In addition, Mercy Medical Center --St. Paul Square was opened in 2012 in the medically underserved Northeast section of Canton. This medical home model provides primary care to pediatric and adult patients and is a satellite office of Mercy Dental Services; at this site we will also soon provide behavioral health services. Additionally, Mercy Professional Care Physicians is a network of medical professional managed by Mercy Medical Center, and offers the community accessible and affordable medical care from primary care and specialty physicians.

Approximately 620 physicians and dentists are on Mercy's medical staff. Mercy employs approximately 2788 people. Mercy is a teaching hospital affiliated with Northeast Ohio Medical University (NEOMED). Our hospital has 475 licensed adult beds, a Level II Trauma Center and Emergency Department that treated over 63,000 patient visits last year; an accredited Emergency Chest Pain Center (ECPC) with a dedicated, state-of-the-art heart catheterization laboratory located right in the ECPC.

Centers of excellence include Mercy Heart Center, Mercy Cancer Center, Mercy Emergency Department and Trauma Center, Mercy Surgery and Robotic Surgery Center, Mercy Orthopedic Center, and Mercy Dental Center.

# Mission Statement

*As a Catholic health care organization, our mission at Mercy Medical Center is to continue Christ's healing ministry by providing quality, compassionate, accessible and affordable care for the whole person.*

## Vision

Mercy will be recognized as a national leader in healthcare quality, efficiency and service.

Mercy will become the provider of choice for Stark and the surrounding counties by providing excellent, accessible and affordable care in keeping with our mission and values.

In keeping with our mission, Mercy will attain the level of profitability necessary for reinvestment to sustain our continued growth and stability.

## Values

**RESPECT:** *Each person is uniquely created by God, therefore, each life is sacred. We treat every person with dignity, promoting an inclusive, collaborative environment where all are empowered to work together.*

**EXCELLENCE:** *We excel in our care of patients through competent employees and volunteers, continuous improvement, advanced technology, and on-going education. We provide excellence in clinical programs, service principles and efficient use of resources.*

**ATTITUDE:** *We demonstrate enthusiasm and courtesy to our patients, co-workers, physicians and visitors, guided by moral and ethical standards.*

**COMPASSION:** *We attend to the needs of each person with tender care and empathy by addressing his/her fears, pain and suffering.*

**HOLISTIC CARE:** *We work together to meet the physical, emotional and spiritual needs of our patients.*

## **B. Purpose of Implementation Strategy**

This implementation Strategy has been prepared to comply with federal tax law requirements set forth in Internal Revenue section 501(r) requiring hospital facilities owned and operated by an organization described in Code section 501(c)(3) to conduct a community health needs assessment at least once every three years and adopt an implementation strategy to meet the community health needs identified through the CHNA. This implementation strategy is intended to satisfy the applicable requirements set forth in final regulations released in December 2014. This implementation strategy responds to the needs identified in the 2019 CHNA and was approved by the Mercy board of directors. It will apply to tax years January 1, 2020 through December 31, 2022.

Written comments on the CHNA report and implementation strategy may be submitted to Cindy Hickey at Mercy Medical Center, 1320 Mercy Drive NW, Canton, OH 44708 or [cindy.hickey@cantonmercy.org](mailto:cindy.hickey@cantonmercy.org).

## **C. Community Health Needs Identified in Joint CHNA Report**

The top five health-related issues identified as part of this CHNA listed in alphabetical order. A summary of a description of the identified needs is outlined below as well. Data and additional information for the priority health needs is identified in the Mercy Medical Center 2016 CHNA report and in the 2015 Stark County Health Needs Assessment.

### **1. ACCESS TO HEALTH CARE INCLUDING DENTAL SERVICES**

- Lack of access to basic health care, including barriers of transportation, cost and lack of understanding/knowledge of available services and programs.
- Lack of access to dental care. A large number of respondents had not seen a dentist in more than five years.

### **2. HEROIN/OPIATE USE**

- Community health leaders identified substance abuse/opioid epidemic as one of the top two emerging issues that would need to be addressed in the future.
- The number of unintentional drug overdose deaths in all three counties has increased steadily each year since 2009. (Source: 2016 Ohio Drug Overdose Data).

### **3. INFANT MORTALITY**

- Stark County has one of the highest disparities in birth outcomes between black babies and white babies of any large urban center in Ohio.
- The infant mortality rate in Stark County in 2017 was higher than Ohio's infant mortality rate. The five year average was also higher for Stark County.

#### **4. LARGE NEED FOR MENTAL HEALTH SERVICES**

- People with mental health needs are not being adequately served by local health services.
- Barriers including stigma, lack of providers and transportation prevent residents from receiving services.

#### **5. OBESITY AND LACK OF HEALTHY LIFESTYLE CHOICES**

- A large number of county residents are overweight, do not exercise regularly and are not making good food choices based on nutritional information.
- The area that health leaders rates as the third and fourth most significant health need were alcohol, healthy lifestyles and obesity prevention.

### **D. Collaborating Partners in the Implementation Strategy Development**

Mercy's CHNA was developed through a collaborative community effort guided by the Stark County Health Assessment (CHA) Advisory Committee, of which Mercy plays a leadership role. This committee is facilitated by the Stark County Health Department. This group continues to work collaboratively on county-wide health improvement planning and implementation. The Mercy CHNA implementation strategy was developed by a team of individuals, including representation from mission outreach, wellness programs, ancillary departments, public relations/community relations and Development Foundation.

### **E. Mercy Medical Center's Role in the Implementation Strategy**

Section F of this report identifies the plans for Mercy Medical Center to address the identified health needs.

## F. Plans to Address Health Needs Identified in the CHNA Report

CHNA Implementation Strategy	
Hospital Facility	Mercy Medical Center
CHNA Significant Health Need	Access to health care including dental services
Goal: Improve access to health care services including oral health care.	
<ul style="list-style-type: none"><li>• Continue to operate Mercy’s 10 community outpatient health centers, strategically located in Stark and neighboring counties, providing quality, affordable and accessible urgent care and ambulatory health care services close to home.</li><li>• Continue to serve uninsured and underinsured patients through our Ambulatory Care Clinic which provides internal medicine and OB/GYN care.</li><li>• Continue to provide and grow Dental services offered to underserved and uninsured patients at both the main Mercy campus and Mercy St. Paul Square in urban NE Canton.<ol style="list-style-type: none"><li>1. Continue to research and apply for grant funding as available to assist in providing care.</li><li>2. Continue dental services outreach efforts including free oral screenings, dental screenings and education at schools and community health fairs.</li><li>3. Continue Mercy Dental Residency Program to educate and train skilled dentists in our community.</li></ol></li><li>• Continue Mercy Professional Care Physicians, a network of medical professional owned and managed by Mercy to help ensure access to primary care, surgeons, pain management, cardiologists, cardiac surgeons and pulmonary and critical care physicians.</li></ul>	

CHNA Implementation Strategy	
Hospital Facility	Mercy Medical Center
CHNA Significant Health Need	Heroin/Opiate Use
Goal: Educate the community on the dangers of heroin and reduce the number of unintentional overdose deaths.	
<ul style="list-style-type: none"> <li>Continue and expand our work in a collaborative and interdisciplinary way with area agencies, including CommQuest, Stark Mental Health &amp; Addiction Recovery Services, and others, to design and implement strategies that address this need.               <ol style="list-style-type: none"> <li>Continue to work with Canton City Schools to provide the Well Women Summit to provide education on drug use and addiction.</li> <li>Sponsor and support other community educational efforts in conjunction With area agencies.</li> </ol> </li> <li>Support and market Mercy Pain Management Services and Dr. Jamesetta Lewis in our community, to provide education and resources for chronic pain suffers and others using opioids.</li> <li>Update the Pain Management publication, <i>Opioids: Information, Warnings and Resources</i> and then distribute to area agencies and the community as an informational resource tool.</li> </ul>	

## CHNA Implementation Strategy

Hospital Facility

Mercy Medical Center

CHNA Significant Health Need

Infant Mortality

**Goal: Reduce infant mortality in our community.**

- Continue participation in the Stark County THRIVE Infant Mortality community-wide Initiative.
- With financial support from Mercy Service League and Quota Club of Massillon, continue distribution of the Sleep Sacks and safe sleep education to all new parents at Mercy.
- Continue offering low income and uninsured patients prenatal care through the Mercy OB/GYN Services, thereby encouraging early access to prenatal care and working to ensure full-term pregnancies. The physicians and clinical staff of the OB/GYN Services also provide education on safe sleep, nutrition, vaccinations, and breastfeeding.
- Continue the *Healthy Mom, Healthy Baby* prenatal education program offered by Mission Outreach services in underserved areas. This program emphasize safe sleep, breastfeeding and other topics encouraging better pregnancy outcomes.
- Continue to provide *Mommy Empowerment* Mission Outreach programs that provide women's health education to women of child-bearing age and their support network.
- Investigate options for offering Centering Pregnancy at Mercy Medical Center.
- Continue to provide prenatal programs completely in Spanish to support Limited English Proficiency/ Spanish speaking women and their partners/spouses.



CHNA Implementation Strategy	
Hospital Facility	Mercy Medical Center
CHNA Significant Health Need	Large need for Mental Health Services
Goal: Improve access to mental health services.	
<ul style="list-style-type: none"> <li>Continue use of nurse navigators/case managers in the Emergency Department to assist with crisis Intervention for patients and families in need. Provide assistance with referrals and placements when needed.</li> <li>Collaborate with area agencies, including Coleman Crisis Center and Stark Mental Health &amp; Addiction Recovery Services, on programs and options for improving access to care.</li> <li>Initiate behavioral health services at Mercy St. Paul to be provided by Mercy advanced practice behavioral health nurse.</li> <li>Initiate and continue to promote mental health services provided at Mercy Health Center—Plain by advanced practice behavioral health nurse hours. Develop and promote community education programming by the nurse practitioner in the greater Stark County area.</li> <li>Continue and expand as needed the Mercy HAVEN (Healing After Violent Encounters Network) Program, providing immediate specialized care and options to victims of assault. Promote the educational and awareness aspect of this program to the community.</li> </ul>	

CHNA Implementation Strategy	
Hospital Facility	Mercy Medical Center
CHNA Significant Health Need	Obesity and Healthy Lifestyle Choices
Goal: Educate the community on healthy lifestyle choices to improve health.	
<ul style="list-style-type: none"> <li>Continue Mission Outreach healthy lifestyle programming, including the summer day camps and after school programs, in collaboration Canton City Schools, Canton City Parks, Stark Parks, and other community agencies that focus on nutrition, exercise and oral health.</li> <li>Continue the Mercy Weight Management Program.</li> <li>Continue participation, along with Aultman Hospital and other community agencies, with Live Well Stark County program planning.</li> <li>Continue monthly Lunch and Learn programs at Mercy St. Paul Square, focusing on modifiable health risks and disease prevention and diabetes management.</li> <li>Continue collaboration with the Stark County District Library to offer a community health Fair featuring free screenings and education.</li> <li>Continue participation in all appropriate community health fairs and educational events that promote healthy lifestyles.</li> <li>Continue Mercy's Smoking Cessation program and outreach education.</li> <li>Continue to offer the monthly low-cost blood screenings and monthly community health fairs at all Mercy Health Centers.</li> <li>Continue to provide the services of a health coach at Mercy St. Paul who assist with and supports residents and patients with healthy lifestyle choices and helps to address the social determinants of health.</li> <li>In collaboration with the American Heart Association, initiate the Check, Change, Control blood pressure screening and education program. This goal will increase access to blood pressure screenings, raise awareness about blood pressure and the impact of hypertension on health and encourage and provide opportunities for participants to engage with a primary care physician or provider.</li> </ul>	