



**Mercy
Medical Center**
A Dignity Health Member

Community Health Needs Assessment & Implementation Plan Summaries

2012

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2012 Mercy Medical Center Merced

Community Health Needs Assessment Summary

The Community Health Needs Assessment was conducted on behalf of MMC by **Professional Research Consultants, Inc.** (PRC) and completed in April 2012. PRC is a nationally-recognized healthcare consulting firm with extensive experience conducting Community Health Needs Assessments such as this in hundreds of communities across the United States since 1994.

Description of Community Served by Mercy Medical Center

Merced County is located in the heart of the San Joaquin Valley and spans from the coastal ranges to the foothills of Yosemite National Park. The total area is approximately 2,020 square miles with a population of approximately 250,000.

- Population: 152,275
- Diversity: 31.6% Caucasian, 51.5% Hispanic, 9.6% Asian, 4.7% African American, 2.7% Other
- Average Income: \$52,455
- Uninsured: 29.69%
- Unemployment: 9.2%
- No High School Diploma: 30.60%
- Renters: 46.9%
- CNI Score: 4.8
- Medicaid Patients: 31.77%
- Other Area Hospital(s): 1

Who was Involved in Assessment

The survey instrument used for this study is based largely on the Centers for Disease Control and Prevention Behavioral Risk Factor Surveillance System, as well as various other public health surveys and customized questions addressing gaps in indicator data relative to health promotion and disease prevention objectives and other recognized health issues. The final survey instrument was developed by PRC and Mercy Medical Center, thus to ensure the best representation of the population surveyed, a telephone interview methodology was employed. The primary advantages of telephone interviewing are timeliness, efficiency and random-selection capabilities. Once the interviews of 400 randomly selected individuals age 18 and older in Merced County were completed, they were weighted in proportion to the actual population distribution so as to appropriately represent Merced County as a whole. To help validate the phone interview findings, two focus groups were conducted and there was the evaluation of existing health related data. Existing data used in the report were from; CDC WONDER Online Query System, Centers for Disease Control and Prevention, Epidemiology Program Office, Division of Public Health Surveillance and Informatics, US Department of Health and Human Services and Healthy People 2020.

Health Needs Identified

The following “health priorities” represent the top eleven recommended areas of intervention, based on the information gathered by the PRC Community Health Assessment and the guidelines set forth in Healthy People 2020.

- **Access to health services** lack of healthcare coverage, insurance instability, barriers to healthcare access and rating of local healthcare services.
- **Cancer** female breast cancer deaths.
- **Diabetes** diabetes mellitus deaths.
- **Family planning** teen births.
- **Heart disease & stroke** heart disease deaths, stroke deaths, blood pressure screenings and blood cholesterol screenings,
- **Injury & violence prevention** unintentional injury deaths (including motor vehicle crashes), homicide rate and violent crime rate.
- **Nutrition, physical activity & weight status** obesity and screen time (children).
- **Oral health** recent dental care (adults) and dental insurance coverage.
- **Respiratory diseases** chronic lower respiratory disease deaths and asthma prevalence (adults).
- **Vision** blindness/trouble seeing and recent eye exams.

MMC has programs and health services to address all of the top eleven identified health priorities except for the following four priorities.

- **Family planning** – Services are being provided in the community by other entities.
- **Injury & violence prevention** – Services are being provided in the community by other entities and hospital does not have expertise in this area.
- **Oral health** – Services are being provided in the community by other entities
- **Vision** – Services are being provided in the community by other entities
- **Mental health & mental disorders** fair/poor mental health and symptoms of chronic depression. Services are being provided in the community by other entities.

Community Assets Identified Within Mercy Medical Center

Major programs and services include: one licensed acute care facility with a family birthing center, intensive care unit, emergency care and four floors covering telemetry and medical/surgical nursing units. Two outpatient facilities that combined services include outpatient home care, physical and cardiac rehabilitation, ambulatory surgery, wound care, laboratory, imaging and a “Medical Assistance Program” pharmacy. There are three rural health clinics; Family Practice (32% of patients are uninsured), General Medicine Clinic (specialist clinic) and Kids Care (92% of the pediatric patients are on MediCal) that combined see over 4,000 patients a month. **Central California Children’s Hospital** located in Madera, California, operates an eight bed Neonatal Intensive Care Unit, Level II nursery within the Mercy Medical Center Family Birthing Center.

The Family Medicine Residency Program was established in 1974 as an affiliate of the University of California, Davis. It is a three year program with eight residents in each year,

started because of the need for additional primary care physicians in Merced County. More than half of the active medical staff are involved in the resident training. The residents see inpatients (most do not have a medical home) and the patients at the Family Care Clinic. MMC invests more than \$3 million per year to run the residency program.

Language Interpretive Services are contracted with Healthy House, a local medical interpreting training non-profit organization. Healthy House provides a Spanish and Hmong interpreter at the hospital with regularly scheduled hours and a Spanish interpreter at the clinics. In addition to Spanish and Hmong interpreters are available for the following languages are available on an on-call basis: Hindi, Marathi, Mien, Lao, Chinese, Mandarin, Cantonese, Portuguese and Punjabi.

In addition to interpreters a Cyacom phone system provides interpretation for over 130 languages and is available in every patient room. Accommodation of services for the physically challenged and sight/hearing-impaired patients is on an on-call basis. MMC is negotiating a contract to include a Cyacom video phone.

Spiritual Care Services are available 24/7 for patients, families and staff. The department presents to the community an annual program, "Spiritual Care - Visiting the Sick". The 18 hour course helps individuals understand the issues of crisis in illness, care of the dying and end of life decision making and grief and bereavement support. Classes were held in September 2011 and will be presented again in 2012.

Mercy Health Education is a community outreach program to address prevention of disease, to empower Community members to assume responsibility for their health, and to educate people about various medical conditions and the ability they have to make choices. Community education classes that are ongoing include education on asthma, chronic obstructive pulmonary disease, smoking cessation and heart saver CPR/first aid (this class was provided free to 120 ROP/Adult Merced Office of Education students).

Primary Stroke Center MMC is seeking advanced accreditation as a *Primary Stroke Center* from the Joint Commission, who are scheduled to survey in October 2012. 191 RN's took 38 hours of continuing education in stroke and stroke care. The Telehealth Network telemedicine robot that has video screens and Webcams has been purchased and began service in the ED in January 2012. MMC is connected to a seven hospital network. The program hubs are Mercy General and Mercy San Juan, where stroke specialists are available 24/7.

Diabetes is one of the prevalent chronic diseases in the community and has been chosen for the Long Term Improvement Plan (LTIP). The goal of this program is to improve quality of life for participants by increasing their self-efficacy and avoiding admissions. In FY 13 the program, "Chronic Disease Self Management" will be added as the second LTIP.

Implementation Strategy for FY 2012 – 2014 Summary

As a member of Dignity Health, Mercy Medical Center is committed to serving the health needs of our communities with particular attention to the needs of the poor, the disadvantaged and vulnerable, and to the comfort of the suffering and dying.

Mercy Medical Center (MMC) is a 186 bed acute care, religious-sponsored, not-for-profit hospital located in the city of Merced, California. Mercy Medical Center services the communities of Merced, Atwater, Winton and Livingston. There is only one other hospital in the county, Memorial Los Banos, a Sutter Health Affiliate, a 48 bed facility with basic emergency services. MMC has a staff of more than 1,300 and professional relationships with more than 250 local physicians.

This report summarizes the plans for Mercy Medical Center to sustain and develop new community benefit programs that 1) address prioritized needs from the 2012 Community Health Needs Assessment (CHNA) conducted by Professional Research Consultants, Inc. and 2) respond to other identified community health needs.

Target Areas and Populations

Mercy Medical Center's focus on providing quality, affordable health care to all the residents of Merced County is evident in its community benefit commitment. In addition to the inpatient hospital, there is a Medical Pavilion that provides outpatient surgeries, outpatient imaging, a lab and the Mercy Medical Foundation offering primary care. On the south side of the city Mercy runs three clinics; Kids Care, pediatric care; General Medicine Clinic, rotating specialist provide specialty care; and Family Practice a primary care clinic with a residency practice that is in partnership with UC Davis. MMC also operates a Mercy Cancer Center in affiliation with UC Davis Cancer Center.

How the Implementation Strategy Was Developed

Mercy Medical Center's Implementation Strategy was developed based on the findings and priorities established by the CHNA and a review of the hospital's existing community benefit activities. Mercy Medical Center employed the expertise Professional Research Consultants, Inc (PRC) to conduct the CHNA in 2011. The assessment was completed in April 2012.

It was a collaborative process involving the hospital community board, the community advisory committee, the administrative staff and information from the Dignity Health corporate staff. At each meeting the members reviewed the Community Need Index along with the CHNA.

Major Needs and How Priorities Were Established

The survey instrument used for this study is based largely on the Centers for Disease Control and Prevention Behavioral Risk Factor Surveillance System, as well as various other public health surveys and customized questions addressing gaps in indicator data relative to health promotion and disease prevention objectives and other recognized health issues. The final survey instrument was developed by PRC and Mercy Medical Center, thus to ensure the best representation of the population surveyed, a telephone interview methodology was employed.

The primary advantages of telephone interviewing are timeliness, efficiency and random-selection capabilities. Once the interviews of 400 randomly selected individuals age 18 and older in Merced County were completed, they were weighted in proportion to the actual population distribution so as to appropriately represent Merced County as a whole. To help validate the phone interview findings, two focus groups were conducted and there was the evaluation of existing health related data.

The “health priorities” represent recommended areas of intervention, based on the information gathered through the Professional Research Consultants, Inc. “Community Health Needs Assessment” and the guidelines set forth in *Healthy People 2020*. The identified “health priorities” are described on page 2 of this report.

Description of What Mercy Medical Center Will Do to Address Community Needs

MMC will continue to meet with the Community Advisory Committee to review the CHNA with the current MMC community benefit programs. The Community Advisory Committee meetings are reported to the hospital’s Community Board. The hospital will continue to meet community needs by providing charity care; Medicaid; Medical Assistance Program and the Patient Payment Assistance program; continuing its community educational programs and to increase hospital services to our patients.

Action Plans

- 1. Preventable Hospitalizations:** The hospital is committed to continuing to serve uninsured and under-insured patients by strengthening the collaboration with the case management staff and the community prevention services. Hospital staff has implemented an on-going six week community educational program called, “Chronic Disease Self Management”, a Stanford University developed program.
- 2. Diabetes:** Diabetes is one of the prevalent chronic diseases in the community and has been chosen for the Long Term Improvement Plan (LTIP). The goal of this program is to improve quality of life for participants by increasing their self-efficacy and avoiding admissions. MMC Education provides to the public a class, “Live Well with Diabetes”.
- 3. Cancer:** The Mercy Cancer Center provides a “Look Good Feel Good” class for their patients and any other community cancer survivor. MMC is a major sponsor of the Cancer Society’s “Relay for Life” event by providing community cancer education and monetary support. The center is in the process of becoming certified as a “Community Cancer Program” with the American College of Surgeons Commission on Cancer. A “Community Outreach Team” has been formed to provide community education and support.
- 4. Heart disease & Stroke: Primary Stroke Center** MMC received advanced accreditation as a *Primary Stroke Center* from the Joint Commission in 2012. 191 RN’s took 38 hours of continuing education in stroke and stroke care. The Telehealth Network telemedicine robot that has video screens and Webcams has been purchased and began service in the ED in January 2012. MMC is connected to a seven hospital network. The program hubs are Mercy General and Mercy San Juan, where stroke specialists are available 24/7. An annual 5K Stroke Awareness event is held in May along with an all day “Family Health Festival” promoting the importance of the signs of stroke and heart disease.
- 5. Nutrition, physical activity & weight status:** All these elements for a healthier lifestyle are part of the “Chronic Disease Self Management Program”, and are in the for front of all the educational community classes presented by the Mercy Education Department’s Community Educator, such as “Labor of Love”, “Live Well With Diabetes”.
- 6. Respiratory diseases:** MMC is a member of the Asthma Coalition and participates in the coalition’s community activities to bring asthma awareness and healthy living with asthma education to the Merced County residents. Our three rural health clinics also provide asthma education.
- 7. Dignity Health Community Grants Program:** MMC provides monetary grants to Merced County non-profit organizations that are working to improve the health of Merced County residents in any of the areas identified as top priority health issues in

Merced County. The grant program is part of the responsibility of the Community Advisory Committee.

Next Steps for Priorities

For each of the priority areas listed above, Mercy Medical Center will work with the Community Advisory Committee and community partners to:

- Identify any related activities being conducted by others in the community that can be built upon.
- Develop measureable goals and objectives so that the effectiveness of their efforts can be measured.
- Build support for the initiatives within the community and among other health care providers.

Priority Needs Not Being Addressed and the Reasons

MMC has programs and health services to address all of the top eleven identified health priorities in the CHNA except for the following:

- **Family planning:** Services are being provided in the community by other entities.
- **Injury & violence prevention:** Services are being provided in the community by other entities and hospital does not have expertise in this area.
- **Oral health:** Services are being provided in the community by other entities
- **Vision:** Services are being provided in the community by other entities
- **Mental Health & mental disorders:** Many of the MMC educational programs can help with a person's fair/poor mental health but chronic depression or diagnosed mental disorders are better treated by the Merced County Mental Health Department, National Alliance on Mental Illness and private professional services in Merced County.

Approval

Each year at their October meeting, the Mercy Medical Center's Community Board reviews the prior fiscal year's Community Benefit Report and approves the Community Benefit Implementation Strategy for addressing priorities identified in the most recent Community Assessment. That report was presented and approved at the October 25, 2012 meeting of the Community Board.

Benjamin Duran PhD, Board Chair