



Community Health Improvement Plan

Mercy Hospital
Ada Oklahoma

Fiscal Year 2022-2025



Your life is our life's work.



Our Mission:

As the Sisters of Mercy before us, we bring to life the healing ministry of Jesus through our compassionate care and exceptional service.

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I. Introduction

Mercy Hospital Ada (Mercy Ada) completed a comprehensive Community Health Needs Assessment (CHNA) that was adopted by the Board of Directors in April 2023. The CHNA took into account input from the county health department, community members, members of medically underserved, low-income, and minority populations and various community organizations representing the broad interests of the community of Ada, Oklahoma and surrounding areas. The CHNA identified three prioritized health needs the hospital plans to focus on addressing during the next three years: Access to Care, Behavioral Health and Food Insecurity. The complete CHNA report is available electronically at mercy.net/about/community-benefits.

Mercy Ada is affiliated with Mercy, one of the largest Catholic health systems in the United States. Located at 430 North Monte Street in Ada, Oklahoma. Mercy Ada's primary service area spans five counties in Southern Oklahoma: Pontotoc, Garvin, Johnston, Hughes and Seminole. The acute-care hospital has 156 licensed beds and includes a birth center (The Family Center), a cancer center, a wound care center, and an emergency department.

This three-year Community Health Improvement Plan (CHIP), aimed at addressing the prioritized health needs identified in the CHNA, will guide the coordination and targeting of resources, and the planning, implementation and evaluation of both new and existing programs and interventions. The 2023 CHNA and this resulting CHIP will provide the framework for Mercy Ada as it works in collaboration with community partners to advance the health and quality of life for the community members it serves.

II. Implementation Plan by Prioritized Health Need

Prioritized Need #1: Access to Care

Goal 1: Increase access to health care for uninsured and at-risk persons.

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| PROGRAM 1: Community Health Worker Program |
| PROGRAM DESCRIPTION: Community Health Workers (CHWs) serve as liaisons/links between health care and community and social services, screening for needs related to social determinants of health, and facilitating access to services and improving the quality and culture competence of care. CHWs work one-on-one with at-risk patients and community members, acting as patient advocates, assisting patients in applying for insurance, Medicaid, and financial assistance and connecting patients with community resources. |
| ACTIONS THE HOSPITAL INTENDS TO TAKE TO ADDRESS THE HEALTH NEED: <ol style="list-style-type: none">1. Identify uninsured and at-risk patients and community members in need of assistance in Mercy clinics, emergency department, inpatient settings, community events, and using reports and dashboards.2. Assist uninsured patients in applying for Mercy Financial Assistance, Medicaid programs, and Marketplace insurance plans.3. Assist patients without an established primary care provider in establishing care with a primary care clinic or provider.4. Screen patients for needs related to social determinants of health and connect patients to community resources to meet identified needs.5. Connect patients with other community resources, including medication resources, as needed. |
| ANTICIPATED IMPACT OF THESE ACTIONS (OBJECTIVES): <ol style="list-style-type: none">1. Each CHW will assist at least 50 patient per year with community and medication assistance resources.2. By the end of each fiscal year for the next three years, each CHW will enroll 20 patients in Mercy Financial Assistance, 30 in Medicaid, and 10 in Marketplace insurance plans.3. 50% of new patients to each CHW without a primary care provider will establish care with a PCP at a Mercy clinic, FQHC, free clinic, or other clinic within 6 months.4. Patients enrolling in CHW program will demonstrate reduced ED utilization. |
| PLAN TO EVALUATE THE IMPACT: <ol style="list-style-type: none">1. Track number of new and ongoing encounters conducted by each CHW.2. Track number of patients successfully enrolled in Mercy Financial Assistance, Medicaid, and Marketplace insurance plans.3. Measure number of patients successfully establishing a primary care home.4. Record number of patients receiving community resource and medication assistance.5. Analyze ED utilization and inpatient admissions data for cohort of patients utilizing CHW services. |

PROGRAMS AND RESOURCES THE HOSPITAL PLANS TO COMMIT:

1. Compensation and benefits for full-time Community Health Worker.
2. Office space and indirect expenses dedicated to CHW work.

COLLABORATIVE PARTNERS/ROLE:

1. Mental Health Services of Southern OK (Lighthouse Behavioral Health Center)-Ada, OK
2. Ada PACT – Ada, OK
3. Southeastern Oklahoma Family Services (Oklahoma Behavioral Health) – Ada, OK
4. Biofeedback & Counseling Inc. – Ada, OK
5. Families First (Oklahoma) Inc. – Ada, OK
6. MHA Behavioral Health Services – Ada, OK
7. Multi-County Counseling, Inc. – Ada, OK
8. Rolling Hills Hospital – Ada, OK
9. Carl Albert Community Mental Health Center – McAlester, OK
10. Children’s Recovery Center – Norman, OK
11. Okmulgee Memorial Hospital – Okmulgee, OK
12. Parkside Psychiatric Hospital & Clinic – Tulsa, OK
13. Integris Mental Health-Spencer, OK
14. Red Rock Behavioral Health – Oklahoma City, OK
15. St. Anthony Hospital – Oklahoma City, OK
16. Covered Oklahoma (Affordable Care Act)

Prioritized Need #2: Behavioral Health

Goal 1: Increase mental and behavioral health support for children and adults, experiencing a mental health crisis or ‘at risk’ for experiencing a mental health problem.

PROGRAM 1: Concert Health Collaborative Care for Primary Care Physicians

PROGRAM DESCRIPTION: Mercy Hospital Ada & Clinics will collaborate with Concert Health to support primary care providers (Primary Care and Women’s Health) in providing mental and behavioral health services to patients in need. The model provides a behavioral care manager to interact directly with patients, perform assessments, initiate treatment, and communicate and collaborate with primary care physicians. Concert Health provides a psychiatric consultant who meets with care managers regularly, reviews patient charts, and makes recommendations for medication and ongoing treatment.

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| <p>ACTIONS THE HEALTH SYSTEM INTENDS TO TAKE TO ADDRESS THE HEALTH NEED:</p> <ol style="list-style-type: none"> 1. Consistent with the Behavioral Health Service Line model of care, Mercy OKC will implement the Concert Health Collaboration in Primary Care Clinics. 2. Train providers in use of the care approach. 3. Promote the initiative. 4. Identify gaps in care. |
| <p>COLLABORATIVE PARTNERS:</p> <ol style="list-style-type: none"> 1. Mercy Clinic and Population Health Leaders 2. Concert Health |
| <p>ANTICIPATED IMPACT OF THESE ACTIONS (OBJECTIVES):</p> <ol style="list-style-type: none"> 1. By the end of FY23, the initiative will go live in Mercy Hospital OKC Primary Care Clinics. 2. By the end of FY24, 200 referrals will have been made to Concert Health, and 100 patients will have engaged in collaborative care. 3. Increase access to community resources through referrals to Community Health Workers. |
| <p>PLAN TO EVALUATE THE IMPACT:</p> <ol style="list-style-type: none"> 1. Track number of primary care physicians participating in program. 2. Track number of referrals to Concert Health per month. 3. Track percentage of patients referred to Concert Health who enroll in program (conversion rate). 4. Track number of referrals of uninsured and Medicaid patients per month. 5. Track referrals to Community Health Workers for needs related to social determinants of health by Concert Health. |
| <p>PROGRAMS AND RESOURCES THE HEALTH SYSTEM PLANS TO COMMIT:</p> <ol style="list-style-type: none"> 1. Cost of coworker and physician time. 2. Operational budgeted support as appropriate. 3. Indirect expenses related to EMR and clinic operations |

Prioritized Need #3: Food Insecurity

Goal 1: Increase the access to food to promote health and wellbeing.

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| <p>PROGRAM 1: Catherine’s Pantry Program (Meals on Wheels & Blessing Box)</p> |
| <p>PROGRAM DESCRIPTION: Catherine’s Pantry Program would be a partnership between Mercy Hospital, Mercy Clinics, Mercy Health Foundation, and the Food and Resource Center of Southern Oklahoma to drive improved health outcomes for patients experiencing food insecurity. Food insecurity is an emerging factor for chronic disease, and although food insecurity on it’s own will not relieve adults of their illness, such reductions could make chronic diseases easier to manage thus improving a patient’s health and well-being.</p> |

ACTIONS THE HOSPITAL INTENDS TO TAKE TO ADDRESS THE HEALTH NEED:

1. Identify centric area within the hospital and/or clinic to safely maintain food pantry items and blessing box.
2. Screen patients for food insecurity in both the hospital and clinic settings.
3. Collaborate with internal and external partners to receive weekly/monthly food products and produce for patients.
4. Connect patients with local food-related resources.

ANTICIPATED IMPACT OF THESE ACTIONS (OBJECTIVES):

Short-Term Outcomes:

1. By the end of each fiscal year, at least 50% of patients identified as food insecure will be given food pantry items.

Medium-Term Outcomes:

1. Increase patients receiving items from baseline in FY23.
2. Changes in behavior and decision making

Long-Term Outcomes:

1. Changes in status or health or life conditions
2. Patient connections to available food resources in the community.

PLAN TO EVALUATE THE IMPACT:

1. Track number of patients receiving Food Pantry items on a monthly basis.
2. Track number of patients given referrals to local Food and Resource Center or other community pantries.
3. Track number of meals provided to patients on a monthly basis.

PROGRAMS AND RESOURCES THE HOSPITAL PLANS TO COMMIT:

1. Appropriate space for food pantry.
2. Partnership with local community resources.
3. Indirect expenses related to organization of pantry items.

COLLABORATIVE PARTNERS:

1. Abba's Table – Food to go for under privileged
2. Irving Community Center / For those 55 & above
3. Local Church's – Food Pantries
4. Compassion Outreach Center

III. Other Community Health Programs

Mercy Ada conducts other community health programs not linked to a specific prioritized health need. These programs address a community health need and meet at least one of the following community benefit objectives: improve access to health care services, enhance the health of the community, advance medical or health care knowledge or relieve or reduce government burden to improve health. The need for these programs was identified through documentation of demonstrated community need, a request from a public health agency or community group, or the involvement of an unrelated, collaborative tax-exempt or government organization as partners in the activity or program carried out for the express purpose of improving community health. Although this is not an exhaustive list, many of these programs are listed below.

| Community Benefit Category | Program | Outcomes Tracked |
|---|--|--------------------------------------|
| Ambulance Stand-By | Emergency medical care at a health-related community event | Cost of Service |
| Abbas Tables | Local food kitchen. | Volunteer Hours |
| Blood Drive | Quarterly blood drives held at Mercy Hospital and the annual Ada community-wide blood drive held at the Agri-Plex and Convention Center. | Volunteer Hours |
| Cancer Education Program | The Cancer Center provides periodic educational sessions on cancer prevention. | Number of participants |
| Community Benefit Operations | Costs associated with tracking community benefit assessment. | Staff costs |
| Community Boards | Compassion Outreach Center Board of Directors | Number of Hours |
| Community Boards | Mama T's (Homeless Shelter) Board of Directors | Meeting space and Meals provided |
| Diabetes Awareness and Diabetes Support Group | Diabetes Awareness and Support group offered to the uninsured at the Compassion Outreach Center. | Number of participants |
| Donations—Cash | Donations to organizations and programs that would count as community benefit | Dollar Amount |
| Donations—Community Support | In-kind services contributed to the community by the staff while on work time and donations of food, equipment and supplies | Volunteer Hours |
| Free Clinic Support | Health Screenings for local high school athletes. | Volunteer Hours and cost of supplies |
| Free Clinic Support | Health Screenings for local Boy Scouts and Girl Scouts. | Volunteer hours and cost of supplies |
| Free Clinic Support | Volunteer hours provided by mercy Ada Physicians and Nurses. | Number of volunteer hours |

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| Free Clinic Support | Imaging services provided to the Compassion Outreach Center. | Cost of procedures |
| | Hospital medication assistance program | Persons served |
| | Transportation assistance programs | Persons served |
| Health Professional Education | Internal Medicine Residency Program | Number of residents |
| | Health professions student education – nursing, imaging, therapy, pharmacy, medical student, lab, emergency medical technician, and advanced practice nursing. | Number of Students |
| Financial and In-Kind Contributions | First Aid and EMS Standby for community walks and runs | Cost of services |
| Food Donations | In addition to Meals on Wheels, other food donations made, including Guest Trays | Cost of Food Donations |
| Meals on Wheels | Mercy Hospital provides 60 meals per day for five days a week for Ada Community seniors and disabled. | Cost of Meals above recovered cost. |
| Medical Technology | Students participating in their fifth year of this field are stationed at Mercy Hospital Ada | Number of Students + number of Mercy Ada mentor hours spent |
| Nursing Students | Mercy Hospital provides a clinical setting for students enrolled in an outside organization | Number of Students + number of Mercy Ada mentor hours spent |
| School Partnership for Career Pathways | Mercy Hospital Ada’s medical providers, such as physicians, nurse practitioners, nurses, pharmacists, imaging, lab and surgery techs will develop a curriculum and then serve as guest lecturers in classes in the local public schools | Number of Students |

IV. Significant Health Needs Not Being Addressed

A complete description of the health needs prioritization process is available in the CHNA report. Under Access to “Affordable Lifestyle Resources,” two needs which emerged were lack of healthy food and places to exercise. These were not chosen as priority focus areas for development of the current Community Health Improvement Plan due to Mercy Ada’s current lack of resources available to address these needs and the intention to focus on three other prioritized health needs. In addition, since the completion of the Community Health Needs Assessment the Chickasaw Nation has neared completion of a new and enlarged fitness center.

3/29/2023

