

Community Health Needs Assessment

Mercy Hospital Ozark

Fiscal Year 2022





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.

Our Values

Dignity
Excellence
Justice
Service
Stewardship

Contents

Introduction	1
Impact Evaluation of Previous CHNA	3
Access to Care	
Behavioral Health	
Diabetes	
Executive Summary	
Community Profile	10
Population	
Household Income	
Education	
Our Assessment Process	16
Community Partners	
Resources	
Community Input	
Coalition and Stakeholders	
Prioritized Needs	23
Diabetes	
Obesity	
Anxiety/Depress	
Transportation	
Resources	28
Appendices	30

Impact Evaluation of Previous CHNA

The 2019 community health needs assessment identified three priority health areas:



A community health improvement plan was developed and implemented to address these significant needs. Mercy Ozark developed and implemented a variety of programs and initiatives to address the needs identified in the 2019 CHNA.



Impact Evaluation of Previous CHNA

Access to Care for Those at High Risk

While facilitating local community focus groups with our marginalized population, we discovered that much of the community lacked the resources for obtaining health care services. This remains an issue due to the underinsured or completely uninsured status along with other obstacles to care like transportation.

Community Health Workers (CHWs) have been serving at Mercy since 2018, screening for needs related to social determinants of health and facilitating access to services. Mercy employed one CHW to cover our four rural communities. Our CHWs provided resources and assistance to patients over the last three years. CHWs assisted patients successfully obtained Mercy Financial Assistance, and enrolling patients in Medicaid.



Impact Evaluation of Previous CHNA

Behavioral Health

- ***Increase access to mental health care for uninsured and at-risk persons.*** Mercy Fort Smith collaborates with community partners to provide access to mental health services through comprehensive referral partnerships with:
 - Western Arkansas Counseling and Guidance Center**
 - Harbor House**
 - Rock House – Guidance Center**
- ***Baggot Street House*** is a collaborative program that provides training for prospective foster and adopting families. As well as providing safe, hospitable space for family visitation.
- ***Behavioral Health Strategic Plan.*** Mercy will be significantly expanding its virtual behavioral health offerings over the next several years.



Impact Evaluation of Previous CHNA

Nutrition

- **Health Seminars** are hosted at community event with a focus on uninsured, at-risk patients, and community members who are seeking to become healthier adults through education. Classes will vary on topics that are relevant for target audience. Cooking class are geared toward the population attending the class..
- **The Cooking Matters program** embodies the key elements of both United Way of Fort Smith's and Mercy's mission and vision. The program focuses on the many of the most vulnerable in the community bringing needed education and awareness in the areas of proper nutrition, shopping on a limited budget, and food preparation.



Executive Summary

- Mercy Hospital Ozark is a 25-bed critical access hospital serving Franklin County. Our primary and specialty care physicians are dedicated to providing high-quality healthcare. Mercy Hospital's experienced team of caring professionals, who also happen to be your friends and neighbors.
- We are affiliated with Mercy Fort Smith Hospital, a Mercy hospital ranked as one of the nation's top integrated health care providers. When you need us, you have access to a large team of medical professionals and resources that complement the great care you receive at our hospital in Ozark.
- **Mercy Swing Bed Program**
- Mercy provides skilled nursing care for hospital patients who've had some recovery but aren't quite well enough to return home. If you or a loved one is recovering from a stroke, illness, injury or surgery, our Swing Bed program can provide the skilled nursing and therapy care you need.
- Our recent 14,700 square foot, \$5 million expansion provides state-of-the-art therapy and rehabilitation services, a community room and a new space for specialty outreach clinics.

Community served by the Hospital

- Mercy Hospital Ozark's extended service area includes six zip codes, both rural and suburban settings; however, this stands as the main acute care facility within the region drawing from each of the communities served. The CHNA report will focus on Franklin county, where the acute care facility sits.
- Franklin County was named after Benjamin Franklin. The landscape of Franklin county is rugged terrain in the northern half, and rolling farmlands, forested ridges, and isolated mountains in the south. The county claims the first oil strike in Arkansas and sits on a vast fields of coal, clay, iron, shale, and other minerals; however, agriculture is still the main basis of its economy. Altus, AR has grown to be the winemaking capital in Arkansas. Ozark represents small-town living surrounded by mountains, rivers, forests, and lakes. Ozark Lake and Arkansas River provide plenty of fishing opportunities. Aux Arc Park stretches along the river providing a playground, campsites, boat launching ramps and other facilities for the outdoor enthusiast.

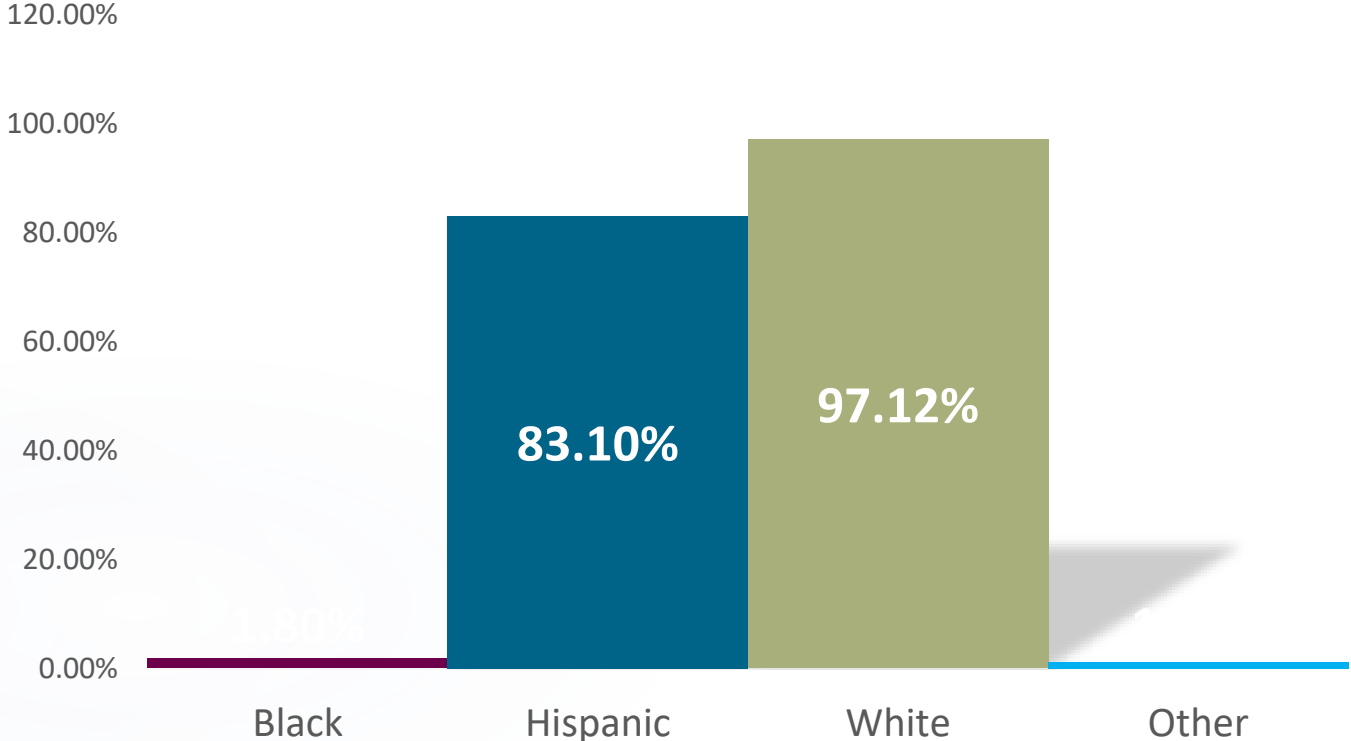
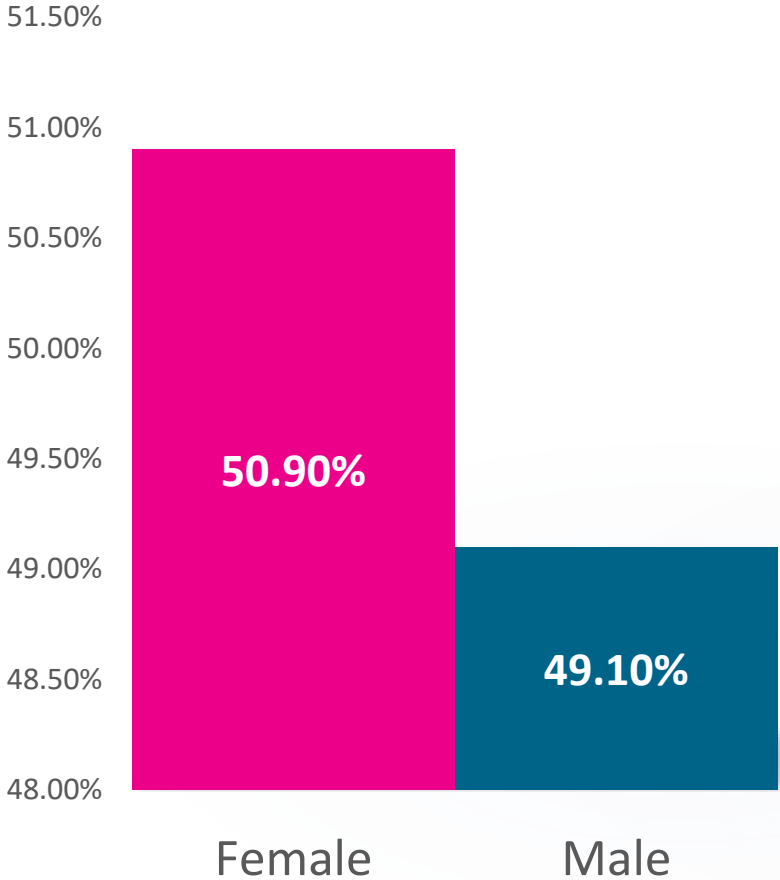
Community Profile

Demographics

Age and Racial Distribution	Ozark	Arkansas	U.S.
Population size (number of persons)	3,562	3,011,524	331,449,281
Age distribution			
Under 18 years	28.3%	22.7%	21.8%
18 to 44 years	36.4%	35.1%	36.1%
45-64 years	21.7%	24.5%	25.1%
65 years and over	13.7%	17.7%	16.9%
Race distribution			
White alone	97.12%	68.5%	60.1%
Black or African American	1.8%	14.9%	13.4%
American Indian and Alaska Native	0.0%	0.7%	1.3%
Asian	0.03%	1.7%	5.9%
Native Hawaiian/Other Pacific Islander	0.0%		
Hispanic or Latino (of any race)	.831%	8.5%	18.5%

Community Profile

Demographic



Community Profile

Education

Level	Group 1	Group 2	Group 3
Less than High School	6.98%	13.3%	12%
Some High School	11.12%	34%	27%
High School Degree	43.76%	29.6%	28.9%
Some College Assoc. Degree	29.14%	14.8%	8.3%
Bachelor's Degree or Greater	8.11%	8.4%	12.4%



Community Profile

Median Household Income

■ Ozark ■ Arkansas ■ U.S.



Our Assessment Process

A list of community partners involved in the CHNA process is provided below:

In conducting its Community Health Needs Assessment, Mercy Ozark collected and analyzed a significant quantity of primary and secondary data. Primary data was collected, and community input was solicited, by means of the 2022 Fort Smith Community Health Survey, which was led by Mercy Fort Smith. Secondary data was collected and analyzed from publicly available data resources, listed below, and from internal Mercy data. Ozark indicators were compared to those of Arkansas and the United States.

The thoughts and opinions of people within Mercy's service area of Franklin County were central to the health needs assessment process. Input from people representing broad interests of the community was solicited through a robust survey process guided by a Mercy-led community coalition and by seeking input from the Community Health Committee of the Board and the Franklin County Health Department.

Our Assessment Process

(continued)

- The Community Health & Access Department co-workers underwent the Community Health Needs Assessment (CHNA) process formulated by Mercy standards with adhering to IRS guidelines. This process included additional community partners such as: Hope Campus as well as other health systems/hospitals and community groups striving to improve the health of Franklin County's residents.
- Co-workers in Mercy's Community Health & Access Department were the primary leads for the 2022 CHNA. These co-workers collected and reviewed data from a variety of sources, including: surveys, focus groups, published data, and hospital specific data. Surveys (online and printed) were sent to community partners and critical access hospitals for dissemination. The focus groups were conducted to hear the voice of marginalized community members as well as local leadership.
- The Community Health & Access Department evaluated this data alongside input gained from community members via coalitions and stakeholder meetings to:
 - • Prioritize the community's identified health needs
 - • Assess the community resources available to address those needs
 - • Create a collaborative health improvement plan in partnership with community resources possessing the potential to alleviate the prioritized needs.

Our Assessment Process

Community Input

Ozark Community Health Survey

- Mercy convened a community coalition of various health care and social service organizations to conduct a comprehensive community health survey in 2021. The survey was developed to build on the 2018 Mercy Ozark Community Health Survey and to incorporate input and specific needs of the coalition partners. The final survey was made up of 45 questions focused on health issues and needs most important to the respondents, wellness, mental health, barriers to care, COVID-19 vaccination, childhood immunizations, and the Fort Smith COVID-19 response. The survey was translated into Spanish and Vietnamese by certified medical interpreters.
- The Fort Smith Steering Committee hosted the survey on their website from February 2022 to May 2022 in the three languages. The Fort Smith Steering Committee promoted the survey on social media, and each partner organization distributed the survey electronically to their co-workers, patients, clients, and community members by email and through social media.

Our Assessment Process

Ozark Community Health Survey

- Flyers and business cards with QR codes for the survey in each language were produced and distributed by coalition partners in the community and at community events. Surveys were also made available in paper format for participants who preferred to complete it manually or did not have computer access. Intentional efforts were made to include and oversample Hispanic community members by attending community events, reaching participants at workplaces, using culturally specific social media outlets, and utilizing Hispanic Community Health Workers.



[Mercy.net/HealthSurvey](https://www.mercy.net/HealthSurvey)

Our Assessment Process

Ozark Community Health Survey (continued)

Survey Results

What are the TOP 5 most common health issues in your city?

1. Diabetes
2. Overweight/Obesity
3. Anxiety/Depression
4. Transportation

What do you and/or the members of your household need to be your healthiest self?
(Select all that apply)

1. Domestic Violence
2. Transportation to appointments.
3. Food insecurity, choosing medication over food.

Our Assessment Process

Community Coalitions and Stakeholders

Examples of agencies/organizations with which the department partners or routinely engages include:

- Arkansas Diabetes Advisory Council
- Franklin County Health Department
- Western Arkansas Guidance and Counseling Center
- City of Ozark
- Ozark Chamber of Commerce



Our Assessment Process

Resources

The following external sources of published data are examples of those utilized in the data collection process.

- Centers for Disease Control and Prevention, National Center for Health Statistics
- U.S. Department of Health and Human Services
<https://www.cdc.gov/nchs/>
- Community Commons
Institute for People, Place and Possibility;
The Center for Applied Research and Environmental Systems; and Community Initiatives
<https://www.communitycommons.org/>
- County Health Rankings and Roadmaps—2018
The Robert Wood Johnson Foundation and The University of Wisconsin-Public Health Institute
<http://www.countyhealthrankings.org/>

Our Assessment Process

Resources *(continued)*

The following external sources of published data are examples of those utilized in the data collection process.

- HealthyPeople 2020, Leading Health Indicators
U.S. Department of Health and Human Services,
Office of Disease Prevention and Health Promotion
www.healthypeople.gov/2020/
- Fort Smith Community Update—2019
Annual Community Update Mercy
<https://baggotstreet.mercy.net/sites/default/files/hubs/Central%20Region20FortSmith%20Arkansas.pdf>
- Franklin County Arkansas Counties Data
United States Census Bureau
<https://www.census.gov/>

From Our Focus Group:

The focus group would like to see education programs in the school for hygiene and technology

John Q. Smith

Prioritized Needs



Diabetes



Anxiety/Depression



Obesity/Overweight



Transportation



Prioritized Needs

Diabetes



Approximately 13.9% of the adult population within Arkansas has been diagnosed with Diabetes, higher than the national average of 10.6%.

The diabetes prevalence among residents of Franklin county is 11.7%, higher than the national average.

In the rural areas, cancer patients are less likely to receive treatment due to the lack of healthcare and education within the rural areas.

The focus group denotes that residents have expressed their need for transportation to Mercy Fort Smith for endocrinology appointments.





Prioritized Needs



Overweight/Obesity

- The community rated poor eating habits as a top risk behavior. Poor eating habits is linked to obesity as well as diabetes and hypertension. Access to healthy foods is inhibited by rising food prices and availability. Meal planning and meal preparation are seen as effective methods for reducing poor eating habits. However, respondents noted a lack of time and lack of knowledge about how to do it this.

Prioritized Needs

Anxiety/Depression



- Local focus groups, meetings and surveys along with national and state data highlight the need for behavioral health. There is an increasing number of youth and adults in the community that are experiencing anxiety problems, suicidal thoughts, and substance abuse. The stakeholder focus group discussion highlighted access to mental health services was lacking, which is supported by data from the Health Resources & Services Administration. These community members also talked about how substance use remains the top social behavior impacting the Fort Smith region.
- The effects of COVID-19 has been detrimental to the population as our survey and our focus groups voiced. The Center for Disease Control & Prevention has seen an increase in the percentage of adults who reported symptoms of anxiety of and depression disorders during the pandemic.





Prioritized Needs



Transportation

Transportation is a social determinate of health (SDOH) that effects our rural communities. From Ozark to Fort Smith, where many specialty physicians practice, is a 37 mile one way drive.

Patients are making tradeoffs for their health decisions based upon their low income and the 37-mile drive to Ft. Smith.

Statistically speaking, individuals living in rural communities have a higher rate of diabetes and obesity than urban areas.

Resources

Mercy Ozark collaborates with many local community agencies and organizations that have similar missions and personnel dedicated to improving the health and quality of life for individuals within the Mercy NWA region. Some of these partners include:

- American Diabetes Association Local Community Leadership Board
- American Heart Association
- Arkansas Chronic Disease Coordinating Council
- Arkansas Department of Health
- Arkansas Diabetes Advisory Council
- Ozark County Health Units
- Western Arkansas Counseling and Guidance Center
- Harbor House



Your life is our life's work.