UPDATED
Mercy Hospital, Oklahoma City
Community Health Implementation Plan

For FY2012 - 2014
Executive Summary

Background:
Mercy Hospital, Oklahoma City is a hospital with 381 licensed beds and serves a six county area. In 2011, the second round of community round tables was conducted to dialogue with community members and public health experts. Mercy Planning and Research provided analysis of both internal and external demographics, utilization, chronic conditions, and health status. The needs assessment process involved review of both quantitative and qualitative information to attain the full scope of our community’s needs.

This report summarizes the plan for Mercy Hospital, Oklahoma City to address the identified needs from the FY12 Community Health Needs Assessment and sustain existing as well as develop new programs that respond to these needs.

Target Areas and Populations

The target area is the service area of Mercy Hospital, Oklahoma City. It is comprised of six counties (Oklahoma, Canadian, Cleveland, Kingfisher, Lincoln, and Logan) with a population of 1.4 million. The main campus includes the hospital and five medical buildings. The hospital is a full-service tertiary hospital with 381 licensed beds, 3,000 co-workers and 24 primary care clinic locations. Mercy Clinic is a physician-governed group practice comprised of 85 board-certified and board-eligible primary care physicians serving the Mercy area. This provider partnership offers access to a comprehensive health care team and advanced services. Mercy Clinic physicians have access to an electronic health record that is shared at Mercy facilities in four states, and patients may connect to their own health record and health teams anywhere they connect to the internet through MyMercy.

Oklahoma faces a health crisis – 14% of the state population is uninsured. In Oklahoma County, the uninsured represent 21.6% or 1 in 5 people. The majority of these individuals, age 19-64, are working, but their employment does not include health insurance. Being uninsured is a huge barrier to accessing the health services needed to be healthy. Lack of access to quality health care impacts more than the uninsured individual – it impacts families, employers, and the community.

How the Community Health Implementation Plan Was Developed

The plan was developed based on identified needs and available resources:

- Mercy Hospital, Oklahoma City FY12 Community Needs Assessment
- Local community agencies/partners who serve those in need
- Mercy Community Outreach Department staff
- Mercy Hospital, Oklahoma City community benefit task force

The Oklahoma Community Health Committee is charged with identifying community health needs and coordinating community health initiatives with the Community Master Plan and service line strategies. The committee provides guidance and direction for implementation strategy.

Committee Members include:
Major Needs and How Priorities Were Established

After reviewing the FY12 Community Needs Assessment, five issues were identified as priorities:

1. Diabetes
2. Access to health care uninsured and underinsured as well as insured
3. School Health
4. Respiratory diseases
5. Wellness

Questionnaires at community events/programs along with current reports from local health departments, confirm these identified priorities. A review of current community benefit programs found the hospital is also meeting existing community needs through the provision of charity care and Medicaid services.

Description of what Mercy Hospital, Oklahoma City will do to address community needs

Action Plans:
1. **Diabetes:** Diabetes Wellness Project, Diabetes Treatment and Prevention Program, Mercy Clinic Diabetes

The Diabetes Wellness Project addresses the needs of the uninsured, economically poor pre-diabetics and diabetic clients. This multi-session program provides diabetes management skills, foot care resources, healthy food selection/preparation, fitness activities, and gratitude journaling. Project design attends to the mind, body, and spirit of each individual, which contributes to improved health and quality of life. Sessions are held at free/charitable clinics at no cost to the client.

**Update**
- A total of seven Diabetes Wellness Project sessions were held during FY14 with a total of 87 clients in attendance with 60% of clients showing an increase in scores from cognitive pre-assessment to post-assessment testing. Improvement in A1c, blood pressure, weight, and positive lifestyle changes were reported in 33% of the clients.

Mercy hospitals in the identified service area will receive a modified version of Diabetes Wellness Project. This will be offered in a format that can be individualized to meet the needs of each community.

**Update**
- Each rural hospital received a copy of the Diabetes Wellness Project instructional notebook.

Mercy Hospital Diabetes Treatment and Prevention Program: This program offers education and support for in-patient and out-patient diabetics that are newly diagnosed of having difficulty controlling the disease in a group setting or individual appointments.
Update
- A total of 48 inpatients received survival diabetes education, supplies, and appropriate outpatients referrals.
- The Outpatient Diabetes Education Program provided classes for 53 uninsured/underinsured. Data reflects a decrease in A1c for 87.5% of clients.
- A monthly support group is held with an average attendance of 35.

Mercy Clinic is recruiting physicians with a specialty in diabetes.

Update
- The Mercy Endocrinology Clinic was established with 2 physicians and 1 PA.

2. Access to care: Health Alliance for the Uninsured (HAU), Project Early Detection, Mercy Clinic Breast Cancer

The Health Alliance for the Uninsured is a catalyst for improved health care services for those who otherwise would be unable to obtain them. Mercy Hospital, Oklahoma City supports these efforts by assigning a Chronic Disease Management Coordinator as a resource for the free clinics and their patients. The vice president of Mission/Ethics serves on the HAU Board of Directors and holds the position of treasurer. HAU and Mercy collaborations include Super Saturdays for Women which provides specialized women’s health services. This service meets a critical need for low-income uninsured women. The Cooperative Central Pharmacy which provides free on-site prescriptions to the uninsured as well as medications to partner charitable clinics is another partnership.

Update
- Mercy continues to support a RN staff position at the Health Alliance for the Uninsured and the Vice-President of Mission/Ethics serves on the Board of Directors.
- Participated in 4 Super Saturdays for Women.
- Provided free radiology services to 478 clients through referral from the Health Alliance for the Uninsured.

Mercy serves the uninsured or underinsured women in need of breast health services through Project Early Detection. This includes breast health education, screenings, diagnostic procedures and appropriate treatment referrals. Community partners include social services agencies and local non-profits who serve the poor and uninsured. Mercy hospitals in the identified service area will be able to access Project Early Detection services. Mercy Clinic physicians provide breast cancer services for economically challenged clients.

Update
- A total of 473 uninsured women were served through Project Early Detection in FY14.
- There were 4 Super Saturday for Women events held.
- A total of 9 cancers were detected and women were referred to Oklahoma Cares or Mercy Charity Care for treatment and/or surgery.

3. School Health: Health Teacher, Linwood Project, Mercy In Schools, Good Shepherd School at Mercy, Project SEARCH.

Health Teacher is a comprehensive K-12 curriculum that integrates health skills into online lesson plans. To date, there are 92 Oklahoma City area school districts with 488 schools that have signed the letter of participation.

Linwood Project is a partnership with an inner-city low-income elementary school. This includes Mercy Mentors, a tutoring program that allows Mercy co-workers to travel to the school and tutor during work hours. An annual neighborhood health fair is held for the parents and students as well as on-going support/ referral for
those in need of specialty health services. Staff of the Community Outreach department serves on the Smart Start Community Council which strives to prepare young children to attend school.

**Update**
- The annual neighborhood health fair was held on April 24 with over 150 in attendance.
- Screenings offered included: cholesterol, respiratory, diabetes, vision, blood pressure, and immunizations.
- Students designed display boards with the theme: Take this tip on staying fit.
- Mercy Mentors is being re-vamped and is scheduled to begin in the Fall of 2014.

Mercy in Schools works with school districts to tailor a model which best serves the community. This partnership increases access to medical services, provides health education, and improves the mental well-being of students and staff. Components of Mercy In Schools includes: Call Sam, Access to medical services through the UCO campus clinic, Physician Support, and Mentorships in Medicine.

**Update**
- Call SAM received over 200 calls during FY14
- There were 8 nutrition presentations made to schools in the Edmond School District

Good Shepherd Catholic School at Mercy is a partnership between Mercy, University of Central Oklahoma, and the Archdiocese of OKC. It is focused on serving children with autistic spectrum and similar neurological disorders. Students aged 3-9 receive individual behavioral training and education. The school has a capacity of 22 students with current enrollment of 9 students.

**Update**
- The current enrollment is 16 students and reflects 2 that have “graduated” and able to attend traditional school.

Project SEARCH, a collaboration of Francis Tuttle Career Technology Center and Mercy, receives free office and classroom space. This program strives to prepare developmentally challenged young adults for career opportunities. Students rotate through a variety of departments at Mercy Hospital.

**Update**
- A total of 6 students have been hired by Mercy Hospital, OKC since the program began.

4. **Respiratory Diseases:** Tobacco Prevention, Better Breathers, Mercy Clinic respiratory

The Better Breathers Support group meets monthly with an educational program and luncheon for people in the community who have chronic respiratory conditions.

**Update**
- A total of 273 attended the support group for FY 14.

Tobacco Prevention will be addressed through the Tobacco Cessation Initiative for Oklahoma Hospitals. The program services will include assessing and assisting the adoption and implementation of a sustainable system for patients and co-workers for tobacco cessation. This will be channeled through the Healthification process at Mercy which is an internal employee wellness program. Mercy Hospital, Oklahoma City is a smoke-free facility and campus. The president of Mercy Hospital, Oklahoma City currently serves on the Tobacco Settlement Endowment Trust (TSET) which funds initiatives that address health/ wellness improvements across Oklahoma.

Respiratory diseases will be addressed in the quarterly OUTREACH newsletter with opportunity for the community to request free publications.

**Update**
- An article on Asthma was featured in Spring issue of the newsletter.
Mercy Clinic, has recruited several pulmonologists.

**Update**
- Mercy Clinic has established a Pulmonology Clinic with 11 physicians.

5. **Wellness:** Healthification, Diabetes Wellness Project, Health Teacher, “Battling the Silent Killer”, multiple services/resources for the community at large and across the Mercy West Region.

Obesity is integrated and addressed through the Diabetes Wellness Project, Health Teacher, and Healthification programs. Healthification is the mindful pursuit of personal well-being for Mercy co-workers and their families. It focuses on healthy eating, physical activity, emotional and spiritual well-being, and tobacco cessation.

“Battling the Silent Killer” is an initiative which includes a fresh look at the importance of blood pressure and its role in stroke, heart, and kidney disease prevention. This program will be offered to each Mercy hospital in Oklahoma.

**Update**
- During FY14, Battling the Silent Killer was offered to each Mercy hospital.
- There were 5 presentations made with a total of 195 in attendance.

Flu shots, quarterly OUTREACH newsletter, caregiving issues. Elder Law Day, Caregiver Conference.

**Update**
- There were 1000 flu shots given to residents in low-income housing.
- The quarterly newsletter reaches 4500 households and over 125 requests for wellness/education materials.
- Elder Law Day had 150 in attendance and the Caregiver Conference served 135 caregivers.

**Needs not being addressed and the reasons**

Mercy Hospital, Oklahoma City is not directly involved with Cardiac issues due to the close proximity and partnership with the Oklahoma Heart Hospital.