



OhioHealth Hardin Memorial Hospital
Community Health Needs Assessment
April 2013



OhioHealth Hardin Memorial Hospital

Hardin Memorial Hospital is proud to serve the residents of Hardin County delivering quality healthcare in a safe environment with exceptional customer service. Over the last several years we have made considerable changes to our facility and technology to better meet the healthcare needs of our community.

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Introduction

OHIOHEALTH HARDIN MEMORIAL HOSPITAL

OhioHealth Hardin Memorial Hospital is a 25-bed, medical and surgical hospital that is located in Kenton, Ohio [40]. For more than 50 years, it has provided high quality healthcare to residents of Hardin County and surrounding communities. Hardin Memorial Hospital is a member hospital of OhioHealth, a not-for-profit, faith-based healthcare organization based in central Ohio. In 2012, there were 12,461 patients who visited the hospital's emergency department (ED), 1,094 admissions, 49 inpatient and 341 outpatient surgeries [40]. It has been designated as a critical access hospital (CAH) since December 2002, which means that the hospital provides critical access to essential care that may otherwise be extremely difficult for local residents to avail [6]. Hardin Memorial provides (a) outpatient breast cancer screening/mammograms, physical rehabilitation, sleep center, sports medicine and women's health center, (b) diagnostic and therapeutic imaging services, (c) support services for patients and their families, and (d) community outreach. As a hospital that is valued highly by the community it serves, the hospital provides needed healthcare services, or whenever appropriate, it refers patients to community resources and healthcare facilities. Hardin Memorial has a 24-hour ED that is staffed by nurses and physicians specially trained in emergency care. Hardin Memorial also offers the convenience of a multi-specialty center, in which varieties of specialists are able to treat and diagnose patients locally.

In 2011 and 2012, Hardin Memorial received the Best Place to Practice® Award by Press Ganey Associates Inc. [32]. Nationally, this prestigious award was given to only six hospitals in 2011 and five hospitals in 2012, which have reached and sustained 95th percentile on physician relations surveys [32]. The award is a clear manifestation that physicians are strongly aligned with Hardin Memorial's goals of delivering efficient, safe and high quality care. Hardin Memorial was one of 19 top performing critical access hospitals (from a total of 1,330 CAHs nationally) based on financial performance; the hospital was featured in the article "Achieving Benchmark Financial Performance in Critical Access Hospitals. Lessons from High Performers" [22].

FEDERAL TAX-EXEMPT STATUS REQUIREMENTS FOR NONPROFIT HOSPITALS

The Patient Protection and Affordable Care Act (PPACA), Section 9007, requires nonprofit hospitals to conduct a community health needs assessment (CHNA) every three years and to adopt an implementation strategy to address the needs identified. This federal tax-exempt status requirement was targeted to guarantee "nonprofit hospitals' community benefit investments are transparent, concrete, measurable and both responsive and accountable to identified community need [24]".

To meet this federal requirement, and to fulfill OhioHealth's mission "*to improve the health of those we serve,*" Hardin Memorial successfully completed the CHNA in collaboration with other CAHs in Ohio's north central region, including Bucyrus and Galion Community Hospitals (Avita Health System), Conneaut and Geneva Medical Centers, Lodi Community Hospital, Mercy Allen Hospital, Mercy Memorial Hospital (Community Mercy Health Partners), Mercy Willard Hospital, Morrow County Hospital, and Wyandot Memorial Hospital.

The regional health needs assessment project for the north central region, “North Central Regional Plan,” completed in 2012, was coordinated by Ohio University’s Voinovich School of Leadership and Public Affairs, and the University of Toledo’s Area Health Education Center. The work was funded by the Medicare Rural Hospital Flexibility Program (Flex Program) of the Ohio Department of Health, State Office of Rural Health. Hardin Memorial also engaged Bricker & Eckler / Quality Management Consulting Group, located at 100 S. Third Street, Columbus, Ohio 43215, to review this CHNA report. The findings of this CHNA will serve as a guide in preparing an implementation strategy to address the needs identified. Hardin Memorial will continue to provide exemplary services and programs for the entire community.

Community Served

Hardin Memorial is located at 921 East Franklin Street, Kenton, Hardin County, Ohio 43326. In developing this CHNA, we identified the “community served” by Hardin Memorial as the residents of Hardin County. (To see the ZIP codes and communities considered within Hardin County, see: <http://www.zipcodes.com/search.asp?fld-zip=&fld-city=&fld-state=OH&fld-county=Hardin&fldareacode=&Submit=Search+for+ZIP+Codes>).

We believe that defining the community we serve in this way is supported by where our patients reside. The Ohio Department of Health requires each hospital that is registered in Ohio to file an Annual Hospital Registration and Planning Report by March 1 of each calendar year. A review of the patient origin data from the Annual Hospital Registration and Planning Report for Hardin Memorial for 2011 supports the definition of the “community served” as being the residents of Hardin County, Ohio. For 2011, 94 percent of all persons admitted to the hospital resided in Hardin County at the time of admission while approximately 73 percent of all patients served by Hardin Memorial come from Hardin County, Ohio.

Demographics of the Community

In 2010, Hardin County had a total population of 32,058 [26]. In 2020, the population is projected to reach 32,720 [26]. It is comprised of 96.8 percent Caucasian, 0.6 percent African American, 0.4 percent Asian, 0.4 percent Native American, 0.1 percent Pacific Islander, 0.3 percent other races and 1.4 percent two or more races [26]. Hispanics comprised 1.3 percent of the total population. The median household income is \$41,343 [26]. The population is comprised of 6.3 percent under five years old, 17.3 percent 5 to 17 years old, 15.8 percent 18 to 24 years old, 23.1 percent 25 to 44 years old, 24.3 percent 45 to 64 years old, and, 13.2 percent 65 years and older [26].

In Hardin County, the ratio of income-to-poverty level is as follows: (a) below 100 percent of poverty level: 16.2 percent, (b) 100 to 199 percent of poverty level: 19.3 percent and (c) 200 percent of poverty level or more: 64.5 percent [26]. The estimated payor mix is as follows: (a) 13.3 percent uninsured, (b) 15.4 percent with Medicaid, (c) 15.8 percent with Medicare and (d) 55.5 percent with private insurance [30].

Health Needs of the Community

There were five priority health needs identified in the north central region's health needs assessment project (See **North Central Regional Plan May 2012**):

1) Preventive health education (e.g., overweight, obesity, smoking) to reduce risk factors for diabetes, heart disease, stroke, certain cancers and chronic respiratory conditions

The North Central Regional Plan **[31, p.4]** described this need as follows:

“Roughly two-thirds of adults in the region are overweight or obese and one in five adults are current smokers. These and other risk factors are linked to higher rates of diabetes, heart disease, stroke, certain cancers and chronic respiratory conditions. Addressing these risk factors could significantly improve health outcomes for area residents. Although a variety of preventive health education initiatives are currently underway, hospital and community representatives identified the need for a more targeted and coordinated approach. In particular, they discussed the need to tailor prevention education and outreach efforts to the interests of specific target populations.”

2) Lack of strategies and tools to manage and reconcile medications among people with chronic conditions or those in poor health

The North Central Regional Plan **[31, p. 5]** described this need as follows:

“More than 300,000 individuals in the region have been told they have high blood pressure, while more than 100,000 report having diabetes. In addition, nearly 50,000 area residents report having been diagnosed with angina or coronary heart disease. Individuals with chronic conditions, or those in poor health, may have multiple prescribing providers and are often unable to accurately communicate all the prescriptions they are taking or have been prescribed. The lack of a common electronic medical record (EMR) system among pharmacies, hospitals and doctors' offices further complicates medication management efforts. The group identified several medication management strategies as well as strategies for reducing medication costs to improve treatment outcomes.”

3) Lack of programs to help patients with chronic diseases navigate, coordinate and access healthcare services

The North Central Regional Plan **[31, p. 6]** described this need as follows:

“A significant number of area residents have been told they have high blood pressure, diabetes or coronary heart disease. Patients with these and other chronic conditions often have complex treatment plans and experience difficulty navigating healthcare services and managing their condition.”

4) Low participation rate and poor service coordination related to immunization, vaccinations, and health screenings for cholesterol, breast, cervical and colorectal cancer

The North Central Regional Plan [31, p. 7] described this need as follows:

“In 2010, 34 percent of area residents 65 years and older had not had a flu shot in the past year and 31 percent never had a pneumonia vaccine. In addition, more than 180,000 area residents report never having their cholesterol checked, and cancer reported screening rates for breast, cervical and colorectal cancer are all below the national rate. Service coordination, low participation rates among subpopulations and issues with information sharing across organizations were all identified as barriers.”

5) Prevention of falls and fractures among the elderly

The North Central Regional Plan [31, p. 8] described this need as follows:

“Falls can cause moderate to severe injuries among the elderly, such as hip fractures and head traumas, and can increase the risk of early death. Falls and fall-related injuries affect quality of life and increase healthcare costs. Almost 21 percent of the region’s population is over the age of 60 years old. With an aging population, maintaining their safety by preventing falls and fractures becomes a higher priority.”

Primary and Chronic Disease Needs, and other Health Issues of Uninsured Persons, Low-Income Persons and Minority Groups

The five health needs identified in the section on **Health Needs of the Community** are also pertinent to persons who are uninsured and low income, as well as those with chronic disease needs. During the CHNA meeting hosted by Hardin Memorial on November 6, 2012, representatives from the Kenton City Schools, Kenton Community Health Center, Kenton/Hardin County Soroptimist International, Ohio Northern University College of Pharmacy, Girl Scouts of Western Ohio, Hardin County Council on Aging, Hardin County Community Foundation, Hardin County Family YMCA, HHWP (Hancock, Hardin, Wyandot, Putnam) Community Action Commission, Not By Choice Outreach, The Ohio State University Extension Office (Hardin County) and United Way of Hardin County, all of whom serve the uninsured, low-income and those with chronic diseases — considered the five health needs identified as pertinent and applicable to the populations who are residing in Hardin County. During the November 2012 meeting, community members agreed that the five health needs are relevant to Hardin County.

Process of Obtaining Data

Hardin Memorial participated in the north central region's health needs assessment project that involved eleven critical access hospitals. The regional project was coordinated by Ohio University's Voinovich School of Leadership and Public Affairs, in partnership with the University of Toledo's Area Health Education Program. Data on demographics, health needs of the community, and primary and chronic disease needs of uninsured persons, low-income persons, and minority groups, were obtained from the sources below and from Hardin Memorial-led meetings with persons representing these disadvantaged groups.

Ohio Department of Development Office of Policy, Research and Strategic Planning. (2012). Hardin County. Retrieved from <http://development.ohio.gov/files/research/C1034.pdf>

Ohio University Voinovich School of Leadership and Public Affairs. (2012a, January). Regional health needs assessment project. North central Ohio. Health Services and Needs. Unpublished manuscript, Ohio University, Athens, Ohio.

Ohio University Voinovich School of Leadership and Public Affairs (2012b, January). Regional health needs assessment project. North Central Ohio profile. Retrieved from <http://www.odh.ohio.gov/~media/ODH/ASSETS/Files/chss/rural%20hospital%20flex/North%20Central%20Region%20-%20Regional%20Health%20Indicators%20Profile%20Report.ashx>

Ohio University Voinovich School of Leadership and Public Affairs (2012c, March). Critical access hospital health needs assessment project. Indicator data for counties in the north central region. Retrieved from <http://www.odh.ohio.gov/~media/ODH/ASSETS/Files/chss/rural%20hospital%20flex/North%20Central%20Region%20-%20County%20Health%20Indicators%20Data%20Report.ashx>

The key findings from the regional health needs assessment project are summarized in **Appendix A**.

Available Healthcare Facilities and Resources to Respond to Health Needs of the Community

NEED: PREVENTIVE HEALTH EDUCATION (E.G., OVERWEIGHT, OBESITY, SMOKING) TO REDUCE RISK FACTORS FOR DIABETES, HEART DISEASE, STROKE, CERTAIN CANCERS AND CHRONIC RESPIRATORY CONDITIONS

A. HEALTHCARE FACILITIES

A1. Hardin Memorial and Hardin Rehabilitation and Wellness Center

Hardin Memorial leads and coordinates the following events that provide preventive health education [17]:

- a. **Annual Community Health Fair** — Hardin Memorial has led and coordinated this event since 2001 in collaboration with at least 30 healthcare facilities and community organizations. Approximately 200 to 300 residents, 40 to 80 years old, from Hardin County and neighboring areas attend the event. Blood sugar and cholesterol screenings are completed. Among those persons who have elevated blood sugars, Hardin Memorial’s certified diabetes educator provides counseling on risk for diabetes and the need for patients to see their primary care providers for more comprehensive testing, including the one- and three-hour glucola tests and hemoglobin A1C. Community patrons have expressed compliments to Hardin Memorial about the value of the health fair in disease prevention and health promotion and that they always enjoyed and benefitted from attending the health fair.
- b. **Diabetes Health Fair** — Hardin Memorial has been collaborating with Sanofi-Aventis in hosting the Diabetes Health Fair held in November. In FY 2012, Jennifer Regler, DPM, a podiatrist from Hardin Memorial, provided an educational presentation on foot care and proper use of insulin, and importance of the hemoglobin A1C measurements. These topics were directed towards preventing diabetes complications.
- c. **Hardin County Fair** — Hardin Memorial offers free blood pressure screenings daily and cholesterol and blood sugar screenings on specific days of the Hardin County Fair. The County Fair is held in September. The hospital’s stroke, diabetes, and sleep apnea teams provide disease-specific information. The healthcare team also talks about the healthcare services that are being provided in the hospital.
- d. **Hardin Hustle 5K Walk/Run** — Hardin Memorial collaborates with the Hardin Rehabilitation and Wellness Center to lead and host the Hardin Hustle 5K Walk/Run. The goal of this event is to promote overall good health and well-being, encourage concerted community efforts to focus on physical activity, and raise funds from the registration fees, which are donated to benefit local nonprofit organizations in Hardin County, such as the Hardin County Special Olympics. In September 2012, there were 110 participants, 20 to 80 years old. In previous years, the event also included an “Obstacle Course” for children below 10 years old.

- e. **Farmers' Market** — Hardin Memorial collaborates with Ber-Gust Farms, Pahl's Produce and Bontrager Amish Family in organizing and hosting the Farmers' Market from June to October 2012. The first Farmers' Market at Hardin Memorial featured three to five vendors weekly with an ultimate goal of promoting healthy eating and cooking. Vendors set-up their booths at the northwest corner of the hospital's parking lot, where locally grown, in-season produce and healthy food items are made available.
- f. **Kilometer Kids Running Club** — Hardin Memorial collaborates with the Kenton High School cross-country coaches and the Hardin Rehabilitation and Wellness Center to lead and host the Kilometer Kids Running Club, which is held from September to October. In order to address the increasing rates of obesity in Hardin County, Hardin Memorial Hospital initiated this event to promote physical activity in children by having fun with running. In 2012, 30 children 7 to 11 years old participated in this event.
- g. **Fun Activity Motivates Everyone (F.A.M.E.)** — Hardin Memorial leads and hosts the F.A.M.E. event in June, in collaboration with 21 healthcare facilities and community organizations to promote the total health and well-being of children. Vendors provide fun and interactive activities that promotes physical activity, healthy nutrition, and awareness of unhealthy behaviors that leads to high obesity rates among children. In 2012, approximately 200 persons attended this family event.

A2. Kenton Community Health Center

Kenton Community Health Center opened in September 2012, in Kenton, Ohio. It is being managed by the Health Partners of Western Ohio [33]. The health center is a nonprofit federally qualified community health center, which provides access to medical, behavioral and chiropractic care, as well as a full service pharmacy and dental services to persons, regardless of their ability to pay. Persons without insurance are charged based on a sliding-fee scale [21]. Clinical pharmacists consult with patients regarding managing chronic diseases such as high blood pressure and diabetes [23].

B. COMMUNITY RESOURCES

B1. American Academy of Pediatrics (AAP), Ohio Chapter

The Ohio Chapter of the American Academy of Pediatrics provides regional training on "Ounce of Prevention is Worth a Pound" to healthcare providers, parents and children and teens in the Hardin area and surrounding counties [2]. The American Academy of Pediatrics is educating healthcare providers, parents, and children and teens on the childhood obesity epidemic. Components of the training include:

- a. Healthcare professionals are encouraged to address obesity prevention strategies at each well-child visit, chart and plot body mass index, and provide guidance on nutrition and physical activity.
- b. Parents are given free educational materials about healthy serving sizes and types of healthy food choices for children.
- c. Children and teens are provided opportunities to play interactive nutrition games, and education handouts (English and Spanish) for 11 to 18 years old.

B2. American Cancer Society

The American Cancer Society has a Health Promotions coordinator who provides education on health and wellness [3]. The Society also partners with employers to initiate workplace wellness programs. The Society offers worksite-based assessments and programs such as Active for Life, Meeting Well, and Fresh Start that deals with tobacco, physical activity and nutrition.

B3. Center for Appalachia Research in Cancer Education

The Center for Appalachia Research in Cancer Education is funded by the Northwest Ohio Affiliate of Susan G. Komen Race for the Cure. The Center implements “Project Hoffnung: The Amish and Mennonite Breast Health Project” to provide culturally appropriate education about breast health and to link Amish and Mennonite women with screenings for breast cancer. A large community of Old Order Amish and Mennonites live in Hardin County [10].

B4. Family Resource Center of Northwest Ohio Inc.

Through its “Tobacco Awareness Program”, the Family Resource Center of Northwest Ohio, Inc. provides middle school and high school teenagers information, motivation and action steps to achieve a tobacco-free lifestyle [5].

B5. Hardin County Council on Aging Inc.

The Hardin County Council on Aging provides the following services [13, 14]:

- a. **Information and referral** — has a senior resource specialist on staff to assist with providing information and referrals to seniors 60 years and older
- b. **Exercise Center** — offers Zumba® class, a recognition process for the person who loses the most weight per quarter, health education and exercise speakers, and exercise equipments, such as two treadmills, three bikes, stair stepper, ski machine, weight gym, abdominizer, a floor mat, and hand weights

B5. Hardin County Homemakers’ Council

The Hardin County Homemakers’ Council [16] collaborates with The Ohio State University Extension-Hardin County. In developing the “2012 Hardin County Fair Homemakers’ Dish Day Cookbook”. The cookbook features various healthy recipes, “Make a Healthy Plate” (half the plate filled with fruits and vegetables) from www.ChooseMyPlate.gov and quick tips to cooking and eating more family meals at home.

B6. Hancock Hardin Wyandot Putnam (HHWP) Community Action Commission

The HHWP Community Action Commission administers the Hardin County Women, Infants and Children (WIC) and the Head Start programs.

- a. **Head Start** — helps children achieve full potential through health, nutrition, and social education [8]
- b. **Women, Infants and Children** — provides nutrition education, breastfeeding education and support, supplemental, highly nutritious foods, referral to prenatal and pediatric care, and referral to maternal and child health and human service programs [9]

B7. Hardin County Community Foundation

The Hardin County Community Foundation has historically funded various preventive health education initiatives in Hardin County. The Hardin Community Foundation funded health awareness and education activities of the American Cancer Society, Hardin County Council on Aging, Hardin County Family YMCA, Hardin County Homemakers' Council, Hardin Memorial and the Kenton-Hardin Health Department [12].

B8. Hardin County Family YMCA

The Family YMCA has a six-lane indoor, heated pool, full size gym, a racquetball court, walking track, equipment room, aerobic room and massage therapy. Some of the ongoing classes and programs to improve fitness, and health and nutrition include: (a) **X-Treme Team**, for 5th and 6th graders, (b) **SilverSneakers** for seniors (involves cardio and non-cardio exercises), and Zumba classes. The YMCA focuses on youth development, health living and social responsibility [15].

B9. Helping Hands Outreach

The Helping Hands Outreach is a charitable organization that provides nutrition outreach in Kenton, Ohio [18].

B10. Kappa Epsilon

Kappa Epsilon provides community outreach activities as follows:

- a. **Community screenings and health education** — in conjunction with the celebration of National Women's Health Week, the Kappa Epsilon Pharmacy Professional Sorority offered preventive screenings, blood pressure screenings, education on increasing physical activity and improving heart health, nutrition, mental health and smoking cessation [28].
- b. **Breast cancer awareness and education** — partners with Soroptimist International of Kenton/Hardin County to raise funds to provide financial assistance to women and men in need of a screening mammogram. Funds were donated to Hardin Memorial [17].

B11. Kenton-Hardin Health Department

The Kenton-Hardin Health Department administers the following activities and programs:

- a. **Hardin County Healthy Lifestyles Coalition** — coordinated the "Healthy Lifestyles Olympians" at the Hardin County Fair, where young children will compete in eight activities that encourage increased physical activity in a fun environment [19].
- b. **Zone 2 Ohio Action for Healthy Kids** — participated in coordinating the Tools for Schools Workshop held in Spring 2012. Forty-nine participants from 15 school districts in Zone 2 learned about physical activity/education, nutrition, school wellness policies and resources for school wellness teams [25].

B12. Ohio Northern University College of Pharmacy

The College of Pharmacy's Outreach Program provides preventive education to community members on diabetes, heart disease, cholesterol, osteoporosis, medication reviews, heartburn, immunizations, stroke, chronic obstructive pulmonary disease, asthma, smoking cessation, drug abuse, geriatrics and over-the-counter products. Pharmacy students provide information on various health topics [K. F. Sobota, personal communication, October 3, 2012].

B13. ReStore Community Center

The ReStore Community Center offers the following outreach activities to the community:

- a. **The Village Garden** — a community garden funded by United Way of Hardin County [39]
- b. **Community Meal** — free hot meal provided to 60–120 residents [39]

B14. Soroptimist International of Kenton/Hardin County

The Soroptimist International of Kenton/Hardin County has been collaborating with Kappa Epsilon Pharmacy Professional Sorority to raise funds for low-income men and women who are in need of mammograms [17].

B15. Susan G. Komen for the Cure Northwest Ohio

The Susan G. Komen Race® for the Cure northwest Ohio provides information and referrals for breast health and breast cancer in Northwest Ohio. It also provides breast cancer education and awareness materials in health fairs and special events [34, 35].

B16. The Ohio State University Extension-Hardin County

The Ohio State University (OSU) Extension-Hardin County provides the following activities:

- a. **Dining with Diabetes [37]** — a program series for people with diabetes, held at the Kenton Christian Missionary Alliance Church. Instructors include an educator from OSU Extension, a certified diabetic educator from Hardin Memorial and fitness director from Hardin County YMCA. Participants sample tasty and healthy meals cooked with less fat, salt and sugar. It also features managing diabetes through menu planning, carbohydrate counting, portion control and reading food labels.
- b. **Family Nutrition Program [38]** — a free nutrition education program serving low-income adults in Hardin County, Ohio, which is funded by the United States Department of Agriculture. OSU Extension collaborates with the Ohio Department of Job and Family Services. The goal is to increase the likelihood that families and individuals receiving food assistance benefits prefer healthy food choices (fruits and vegetables, whole grain, low-fat dairy products) and choose active lifestyles. In the summer, it coordinates the Summer Food Program to improve nutrition of children in Hardin County.
- c. **Get Up! Get Out! Get Moving! [20]** — promotes physical activity and healthy lifestyles among children through ball games and fun activities related to healthy eating.
- d. **Master Gardener Volunteer Program [38]** — volunteers work with neighbors in a community garden setting and teach people vegetable gardening in the city.
- e. **Vegetable Gardening Demonstration [38]** — an Extension activity that teaches and demonstrates vegetable gardening, preserving, and learning about food nutrients.
- f. **Ohio AgrAbility Program [36]** — provides factsheets on health and wellness activities for farmers. Some activities include: (a) managing stress for a healthy heart, (b) managing arthritis, (c) preventing heart disease, (d) farming with diabetes, (e) heat and cold stress, and (f) farming with a pacemaker.

B17. United Way of Hardin County

The United Way of Hardin County partners and funds the programs and initiatives of Hardin County Council on Aging, Hardin County Family YMCA and ReStore Community Center [39].

NEED: LACK OF STRATEGIES AND TOOLS TO MANAGE AND RECONCILE MEDICATIONS AMONG PEOPLE WITH CHRONIC CONDITIONS OR THOSE IN POOR HEALTH

A. HEALTHCARE FACILITIES

A1. Kenton Community Health Center

The pharmacists educate patients regarding medication interactions.

B. COMMUNITY RESOURCES

B1. AIDS Resource Center of Ohio

The AIDS Resource Center of Ohio provides assistance with information about HIV medications [1].

B2. Ohio Northern University College of Pharmacy [29]

- a. **Drug Information Center** — answers 400 to 500 drug information questions per month from health professionals and consumers. Services are provided free of charge. The Center is open Mondays to Fridays and Sundays.
- b. **Healthwise** — provides university faculty, staff and students education on health and wellness and making better choices. Healthwise provides individualized coaching with healthcare professionals, education about health and wellness, disease conditions, and medications. Health and wellness activities include preventive medicine, tobacco cessation, and management of cholesterol, diabetes mellitus and high blood pressure.
- c. **Outreach Programs** — provides outreach to Hardin County (ReStore Community Center, schools, Ada Visiting Nurses and Hospice) about polypharmacy, medication interactions and management. Pharmacy students from various organizations and a faculty member present topics on medications for diabetes, heart disease, high cholesterol, and over-the-counter medications.

NEED: LACK OF PROGRAMS TO HELP PATIENTS WITH CHRONIC DISEASES NAVIGATE, COORDINATE AND ACCESS HEALTHCARE SERVICES

A. HEALTHCARE FACILITIES

A1. Hardin Memorial

Hardin Memorial has a social worker/discharge planner and a certified diabetes educator on staff. They consult with inpatients and outpatients regarding how to access community resources to meet their individual needs.

B. COMMUNITY RESOURCES

B1. AIDS Resource Center of Ohio

The West Central Ohio Services of the AIDS Resource Center Ohio offers case management services to clients infected with or affected by HIV/AIDS in the Lima, Findlay and central western Ohio region. It provides information and referral to community agencies that can assist HIV-infected clients and their families [1].

B2. American Cancer Society (Hardin County)

The American Cancer Society in Hardin County offers the following services to the community:

- a. **Ohio Call Center 1 (800) 227.2345** — available free of charge, 24 hours a day to provide cancer information and connection to local services
- b. **Patient Navigator** — assists patients, families and caregivers to navigate systems such as medical, financial and social services
- c. **Man to Man** — a prostate cancer survivor offers support and information to males concerned about prostate cancer. Also offers a support group education for men diagnosed with prostate cancer and their families
- d. **I Can Cope** — an educational program for cancer patients
- e. **Road to Recovery** — offers transportation assistance to cancer patients in going to and from their appointments
- f. **Reach to Recovery** — breast cancer survivors provide information and support to individuals with breast cancer
- g. **Workplace Solutions and Employee Wellness** — partnership with employers in the area to address workplace wellness programs focused on tobacco, physical activity and nutrition, such as “Active for Life,” “Meeting Well”, and Fresh Start”

B3. Hardin County Council on Aging, Inc.

The senior services resource specialist refers patients to various Hardin County hospitals to attend education classes and support groups.

B4. Lima Area Health Education Center

The Lima Area Health Education Center helps link patients to healthcare professionals [18].

NEED: LOW PARTICIPATION RATE AND POOR SERVICE COORDINATION RELATED TO IMMUNIZATION, VACCINATIONS, AND HEALTH SCREENINGS FOR CHOLESTEROL, BREAST AND COLORECTAL CANCER

A. HEALTHCARE FACILITIES

A1. Community Health Professionals Inc.

Community Health Professionals offers public walk-in flu shot clinics to persons 18 to 64 years old who have private insurance and seniors 65 years and older with Medicare [4].

A2. Kenton-Hardin Health Department

- a. **Family Planning Services** — provides cancer screening and mammogram referrals
- b. **Public Health Nursing Services** — provides free anonymous HIV screening, children immunizations at the Well Child Clinic, immunizations for seasonal flu, and no-cost mammograms and pap smears for women over 40 who are uninsured and meet income guidelines. Offers seasonal flu clinics at the following locations: (a) Kenton-Hardin Health Department, (b) First Presbyterian Church, (c) Forest Fire Department and (d) Dunkirk EMS Building. Accepts Medicaid/Medicare patients, Aetna and Anthem Blue Cross/Blue Shield health insurance

A3. Hardin County Hospice

Provides a site for the Kenton-Hardin Health Department to provide child and adult immunization clinics [11].

B. COMMUNITY RESOURCES

B1. American Cancer Society (Hardin County)

The American Cancer Society at Hardin County has a 24/7 Ohio Call Center, and provides patient navigation services.

B2. Hardin County Council on Aging Inc.

The senior services resource specialist refers patients to various Hardin County hospitals to attend education classes and support groups.

NEED: PREVENTION OF FALLS AND FRACTURES AMONG THE ELDERLY

A. HEALTHCARE FACILITIES

A1. Community Health Professionals Inc.

The Community Health Professionals provides free classes for “A Matter of Balance” to prevent falls among older adults [7]. The program focuses on effective strategies to prevent falls, such as: (a) having the mindset that falls can be prevented, (b) setting goals for increasing physical activity, (c) reducing or eliminating fall risks at home, and (d) increasing strength and balance through regular exercise [7].

B. COMMUNITY RESOURCES

B1. The Ohio State University Extension

The **OhioAgrAbility Program** helps Hardin County farmers and families coping with a disability or long-term health condition. AgrAbility offers information and referral materials related to safety to prevent falls and fractures, on-site assessment, technical assistance and awareness in preventing secondary injuries. Examples of fact sheets include: (a) understanding concussions, (b) overexertion causing secondary injury, (c) secondary injury caused by lifting, (d) walking and working surfaces, and (e) safety for senior farmers.

Process for Identifying and Prioritizing Community Health Needs and Services to Meet the Needs

A. PROCESS FOR IDENTIFYING AND PRIORITIZING COMMUNITY HEALTH NEEDS

Hardin Memorial participated in four community health needs assessment meetings organized by the Voinovich School of Leadership and Public Affairs to guide 11 critical access hospitals in the north central region in preparing their respective community health needs assessment. Stakeholder meetings were held in November 2011, February 2012, April 2012 and May 2012. During these meetings, hospital and community representatives analyzed the current healthcare needs in the region.

Community health needs for the north central region were identified by reviewing the following information:

- a. Available and needed inpatient, outpatient and community-based services within each hospital’s service area
- b. Health indicator profile, which includes incidence and prevalence of cardiovascular disease, cancer, respiratory disease, diabetes, oral health, perinatal and childhood health, mental health and substance abuse, and a variety of health-risk factors
- c. North central region’s demographics, educational attainment, poverty status and types of insurance coverage

The stakeholders from the north central region identified five priority health needs and strategies for meeting these needs. These processes are described in the **North Central Regional Plan [27]**. The five health priorities were identified based upon the findings of the hospital survey on available health services and critical needs and health indicators in the north central region. The five health needs priorities were discussed in small and large groups to assess that the needs are applicable in the critical access hospitals' respective service areas.

On November 6, 2012, Hardin Memorial hosted a community-wide meeting of (a) representatives from various Hardin County nonprofit organizations that serve vulnerable populations such as the medically underserved, low income, minority and those with chronic disease needs, (b) board members of Hardin Memorial and (c) local community resident to obtain input from community leaders and members who represented groups who are medically underserved, low-income, minority and with chronic disease needs.

B. PROCESS FOR IDENTIFYING SERVICES TO MEET COMMUNITY HEALTH NEEDS

Hardin Memorial reviewed its community benefit programs and activities that were conducted in FY 2012. In addition, because it is a member of OhioHealth's family of not-for-profit hospitals, community programs conducted across the health system were also reviewed to determine which programs could be expanded to also serve the Hardin Memorial primary service area.

A comprehensive review of all healthcare facilities and community resources that are available in Hardin County and neighboring areas has shown there are numerous organizations that provide direct services to meet the need:

- + Preventive health education (e.g., overweight, obesity, smoking) to reduce risk factors for diabetes, heart disease, stroke, certain cancers and chronic respiratory conditions.

Apart from continuing its existing community health and wellness activities, Hardin Memorial will also play a pivotal role in (a) providing information to its patients about the available resources, (b) assisting patients with navigating through the programs and services, and (c) ensuring that there will be tangible outcomes for each patient linked to these programs.

Efforts will also be directed toward strengthening the relationship with Ohio Northern University College of Pharmacy's Outreach Programming to provide outreach activities related to the need:

- + Lack of strategies and tools to manage and reconcile medications among people with chronic conditions or those in poor health

Hardin Memorial and its parent organization, OhioHealth, noted that there are limited community-wide efforts directed towards prevention of falls and fractures among the elderly. Experts from Senior Health Services at OhioHealth Riverside Methodist Hospital will be going to Hardin Memorial once per quarter to teach community members and healthcare professionals about risk factors for falls, such as influence of medications and the physical environments.

Process for Consulting with Persons Representing the Community's Interests

Hardin Memorial consulted with various persons who lead or represent broad interests of the community it serves by participating in four community health needs assessment meetings for the north central region, and hosting one community meeting (See Appendix B).

A. PARTICIPATION IN THE COMMUNITY HEALTH NEEDS ASSESSMENT FOR THE NORTH CENTRAL REGION

During the four community health needs assessment meetings from October 2011 to May 2012 that were led by representatives from Ohio University's Voinovich School of Leadership and Public Affairs, Hardin Memorial and OhioHealth representatives discussed community health needs of Hardin County residents with the following experts who have **significant public health knowledge and skills** and who have been involved with community projects and programs in Hardin County and the north central region.

a. **Cindy Keller, MSN, RN**, director of Nursing, Kenton-Hardin Health Department

Ms. Keller has 24 years of nursing experience and has worked for 10 years in public health settings. She has a master's degree in Nursing Education from the University of Toledo. She became the director of Nursing at Kenton-Hardin Health Department in 2010. She has several years of experience coordinating the Help Me Grow program where she provided service coordination for families with children who had developmental delays or medical conditions. As the director of Nursing, Ms. Keller oversees public health nursing services, including HIV/AIDS screening, free hearing tests, well-child clinic, immunization clinics, Ohio Buckles Buckeyes, no-cost mammograms and pap smears, Bureau for Children with Medical Handicaps, disease reporting, We Care Regional Crisis Center, and blood pressure screenings.

b. **Lucrecia Johnson, MSW, LSW**, program coordinator for the Medicare Rural Hospital Flexibility (Flex) and Small Rural Hospital Improvement Grant Program (SHIP)

Ms. Johnson has a master's degree in social work from the University of Michigan. Ms. Johnson was instrumental in the completion of the regional community health needs assessment for the north central region, eastern region, northwest region and southern region. These health needs assessments were made possible through the Ohio Department of Health's Flex program. Ms. Johnson also coordinates the SHIP, which is a federally funded program that promotes forming consortiums and pooling money by State Offices of Rural Health to purchase goods and services as a group. The federal SHIP helps small rural hospitals implement prospective payment systems, accountable care organizations, payment bundling, and value-based purchasing.

c. **Laura Milazzo**, senior research associate, Ohio University's Voinovich School of Leadership and Public Affairs

Ms. Milazzo has a masters degree in Sociology from the University of Kansas. As a senior research associate at Ohio University, she conducts various health and social service projects, evaluation, and research and planning for nonprofit organizations and state and local government agencies.

B. HOSTING OF A COMMUNITY MEETING AT HARDIN MEMORIAL

On November 6, 2012, Hardin Memorial Hospital obtained inputs from community leaders and members who represent groups who are medically underserved, low-income, minority, and with chronic disease needs. Participants were either employed by government agencies, nonprofit healthcare organizations, community agencies, or retired residents.

- a. **Kay J. Eibling**, mobility manager, Hardin County Council on Aging Inc.
- b. **Shirl P. Taylor**, director, Hardin County Council on Aging Inc.
- c. **Keith Gensheimer**, member, Board of Directors, Hardin County Community Foundation
- d. **Lisa Frantz**, director, Kenton Community Health Center
- e. **Sean Galvin**, chief executive officer, Hardin County Family YMCA
- f. **Annetta Holmes**, executive director, United Way of Hardin County
- g. **Brenda Jennings**, RN, school nurse, Kenton City Schools
- h. **Karen Kier, PhD**, director of assessment, and professor of Clinical Pharmacy and Pharmacy Practice, Ohio Northern University
- i. **Kathy Oliver**, educator, The Ohio State University Extension
- j. **Marcia Retterer**, chief executive officer and founder, Not By Choice Outreach
- k. **Dave Salucci**, deputy director, HHWP (Hancock, Hardin, Wyandot, and Putnam) Community Action Commission
- l. **Stephen McCullough**, member, Board of Trustees, Hardin Memorial
- m. **Matt Jennings**, chairman, Board of Trustees, Hardin Memorial
- n. **Terri Holloway**, community representative

Information Gaps that Limit the Hospital Facility's Ability to Assess the Community Health Needs

Hardin Memorial did not find any information gaps when conducting the community health needs assessment.

Collaborating Partner

Bricker & Eckler LLP/Quality Management Consulting

Group located at 100 South Third Street, Columbus, Ohio 43215, was engaged to review this community health needs assessment report.

Jim Flynn is a partner with the Bricker & Eckler Health Care group where he has practiced for 21 years. His general health care practice focuses on health planning matters, certificate of need, non-profit and tax-exempt health care providers, and federal and state regulatory issues. Mr. Flynn has provided consultation to health care providers, including non-profit and tax-exempt health care providers and public hospitals on community health needs assessments. Chris Kenney is the Director of Regulatory Services with the Quality Management Consulting Group of Bricker & Eckler LLP. Ms. Kenney has over 30 years of experience in health care planning and policy development, federal and state regulations, certificate of need regulations and Medicare and Medicaid certification. She provides expert testimony on community need and offers presentations and educational sessions regarding community health needs assessments.

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Appendix A

Summary of Key Findings from the North Central Region Community Health Needs Assessment

A. Leading causes of mortality, 2006 to 2008

“The top ten leading causes of death are heart disease, cancer, chronic lower respiratory diseases, cerebrovascular disease (stroke), accidents and unintentional injuries, Alzheimer’s disease, diabetes mellitus, influenza and pneumonia, kidney disease and infections of the blood.”

B. Health risk factors

“Obesity, smoking, and heavy alcohol use lead to high rates of diabetes, heart disease, stroke, certain cancers and chronic respiratory conditions. Approximately 36 percent of children and 66 percent of adults are overweight or obese. Approximately 22 percent of adults are current smokers and 6 percent are heavy drinkers.”

C. Heart disease and stroke

“Heart disease was the number one leading causes of death. Stroke was the number four leading cause of death. Thirty-three percent of individuals have been told by a health professional that they have high blood pressure, while almost 40 percent of adults have been told they have high cholesterol.”

D. Cancer

“Cancer was the second leading cause of death. The most common cancer types include lung, trachea, and bronchus (65.5 per 100,000); colon, rectum, and anus (22 per 100,000); breast (female) (32.8 per 100,000); pancreas (12.8 per 100,000); prostate (20.9 per 100,000); leukemia (9 per 100,000); non-Hodgkins’ lymphoma (8.7 per 100,000); esophagus (6.3 per 100,000); bladder (5.8 per 100,000); and kidney (5.8 per 100,000). Women (18 years and older) with no pap in the past three years – 21.2 percent; women (40+) with no mammogram in the last two years – 26 percent; women (50+) with no mammogram in the last two years – 23.1 percent; adults (50+) with no blood stool test in the past two years – 81.5 percent; adults (50+) who have never had a colonoscopy – 35.6 percent; and men (40+) who have not had a PSA (prostate-specific antigen) test within the past two years – 45.3 percent.”

E. Respiratory disease

“The leading respiratory-related causes of death (2006-2008) include lung, trachea and bronchus cancer (65.6 per 100,000); chronic lower respiratory diseases (58.9 per 100,000); and influenza and pneumonia (15.4 per 100,000). Chronic respiratory conditions may be caused by high-risk behaviors (tobacco use), inherited traits or exposure to toxic substances in the environment. Influenza and pneumonia are from infectious agents, but may be prevented with immunizations. Children 6 to 17 years old ever diagnosed with asthma – 17.1 percent; adults currently diagnosed with asthma – 9.2 percent; adults ever diagnosed with asthma – 13.4 percent; adults 65 years and older who have not had a flu shot in the past year – 33.9 percent; adults 65+ who have never had a pneumonia vaccination – 31.1 percent.”

F. Diabetes

“Diabetes is the seventh leading cause of death. Diabetes contributes to heart and kidney disease. Approximately 10 percent of adults have been diagnosed with diabetes. Mortality due to diabetes is 32.4 per 100,000.”

G. Oral health

“Oral health status affects general physical health, educational performance, and employability. In addition to the impact of poor oral health and tooth loss on digestion and nutrition, there is a relationship between oral health in adults and heart disease. Adults without a dental visit in the past year – 28.1 percent; adults 18 to 64 years old needing dental care but could not secure in the past 12 months – 16.5 percent; adults that have had permanent teeth extracted – 45.5 percent.”

H. Perinatal and early childhood health

“Babies with low weights at birth are at higher risk of many costly and disabling conditions, including chronic respiratory problems and cognitive delays. Many low-weight births may be prevented by reducing risky behaviors during pregnancy (e.g. tobacco, drug and alcohol use); ensuring the mother has normal weight, blood pressure and blood sugar and adequate medical monitoring throughout the pregnancy. Infant mortality (per 1,000 live births) – 6.8; low-birth-weight babies (per 100 live births) – 7.7; live births with late entry into prenatal care (per 100 live births) – 28.4; births to teenagers 17 and younger (per 1,000 females) – 6.6.”

“Toxic blood levels of lead in young children were a significant health issue in urban areas when lead was in gasoline. Lead exposure among children is primarily found in older, poorly maintained housing stocks. Unknown numbers of these structures continue to contain lead-based paint and other contaminants that expose young children to toxic levels of lead. Testing for lead, especially among children at risk of living in older, unimproved homes, is key to identifying and mitigating environmental risks that affect cognitive development in school-age children – children <72 months not tested for blood lead levels (per 100 children) – 83.0.”

I. Mental health and substance abuse

“Substance abuse and mental health issues complicate the treatment of chronic conditions. Unintentional drug mortality was 8.1 per 100,000 whereas suicide was 11.1 per 100,000.”

Appendix B

Consultations with Persons Representing Broad Interests of Community Served

First Meeting

Date and Location:

November 3, 2011; Morrow County Community Services Building,
619 W. Marion Rd., Room 154, Mt. Gilead, OH 43338

Persons consulted:

Laura Milazzo and staff from the Voinovich School of Leadership and Public Affairs, Ohio University

Activities:

- a. Discussed regional community health needs assessment
- b. Discussed various health indicators to use for the assessment, such as (i) income, demographics, and payor mix, (ii) perinatal health, (iii) oral health, (iv) child and adult obesity, (v) health status and smoking among adults, (vi) mental health and substance abuse, (vii) cardiovascular health, (viii) diabetes, (ix) respiratory issues, and (x) cancer

Second Meeting

Date and Location:

February 1, 2012; Morrow County Community Services Building,
619 W. Marion Rd., Room 154, Mt. Gilead, OH 43338

Persons consulted:

Laura Milazzo and staff from the Voinovich School of Leadership and Public Affairs, Ohio University

Activities:

- a. Discussed results of the health services and needs survey
- b. Discussed secondary data on various health indicators
- c. Identified major healthcare needs in the hospital's primary service area and started prioritization of needs

Third Meeting

Date and Location:

April 2, 2012, Morrow County Community Services Building,
619 W. Marion Rd., Room 154, Mt. Gilead, OH 43338

Persons consulted:

Laura Milazzo and staff from the Voinovich School of Leadership and
Public Affairs, Ohio University

Activities:

- a. Hospital and community representatives generated a list of health-related needs and issues in the north central region,
- b. Prioritized the health needs identified from stakeholder discussions and secondary data sources
- c. Worked in small teams to develop goals for the communities served and identified community resources available to address the needs
- d. Identified strategies to address needs

Fourth Meeting

Date and Location:

May 21, 2012, Morrow County Community Services Building,
619 W. Marion Rd., Room 154, Mt. Gilead, OH 43338

Persons consulted:

Laura Milazzo and staff from the Voinovich School of Leadership and
Public Affairs, Ohio University

Activities:

- a. Discussed the top five priority health needs for the north central region,
- b. Discussed the proposed strategies for the north central region that could address each need.

Fifth Meeting

Date and Location:

November 6, 2012; Hardin Memorial Hospital, 921 E. Franklin St., Kenton, Ohio 43326

Persons consulted:

Kay J. Eibling, mobility manager, Hardin County Council on Aging, Inc.;

Shirl P. Taylor, director, Hardin County Council on Aging, Inc.

Keith Gensheimer, member, Board of Directors, Hardin County Community Foundation

Lisa Frantz, director, Kenton Community Health Center

Sean Galvin, chief executive officer, Hardin County Family YMCA

Annetta Holmes, executive director, United Way of Hardin County

Brenda Jennings, RN, school nurse, Kenton City Schools

Karen Kier, PhD, director of assessment, and professor of Clinical Pharmacy and Pharmacy Practice, Ohio Northern University

Kathy Oliver, educator, The Ohio State University Extension

Marcia Retterer, chief executive officer and founder, Not By Choice Outreach

Dave Salucci, deputy director, HHWP (Hancock, Hardin, Wyandot, and Putnam) Community Action Commission

Stephen McCullough, member, Board of Trustees, Hardin Memorial Hospital

Matt Jennings, chairman, Board of Trustees, Hardin Memorial Hospital

Terri Holloway, community representative

Activities:

- a. Reviewed the five health needs identified for the north central region and obtained inputs regarding the appropriateness of these needs to Hardin County
- b. Obtained community stakeholders agreement that the health needs at the north central region community health needs assessment are appropriate for Hardin County
- c. Identified healthcare facilities and community resources that provide services and programs that address each need
- d. Identified the specific programs and services that the healthcare facilities and community resources provide to the community

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WESTERVILLE MEDICAL CAMPUS + 20 HEALTH AND SURGERY CENTERS + URGENT CARE + PRIMARY AND SPECIALTY CARE
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