

## **ProMedica Toledo Hospital 2011 Community Health Needs Assessment**

**Mission:** Our Mission is to improve your health and well-being.

### **Hospital Service Area and Demographics:**

As a tertiary hospital situated in Toledo, Ohio, The Toledo Hospital service area includes 27 counties in northwest Ohio and southeast Michigan (listed in link at the bottom), with an estimated 2010 population of 1,951,660. Fifty percent of the hospital's inpatient population resides in Lucas County. The full service area includes both urban and rural communities, with industrial and agriculture as the main industries. The average household income is \$59,193 and 87.5% of the population have a high school degree or higher. Seventeen of the 24 Ohio counties have unemployment rates higher than the Ohio average of 8.4% (April, 2011). The ethnic makeup of the population is diverse, with 87.1% of the population white non-hispanic, 6.4% black non-Hispanic, 4.0% Hispanic and .9% Asian & Pacific non-hispanic.

The Toledo Hospital serves as a tertiary center for the 27 county community and ProMedica's hospitals: ProMedica Bay Park Community Hospital (Oregon); ProMedica Bixby Medical Center (Adrian, MI); ProMedica Defiance Regional Medical Center; ProMedica Flower Hospital (Sylvania), ProMedica Fostoria Community Hospital; ProMedica Herrick Medical Center (Tecumseh, MI); ProMedica Wildwood Orthopedic and Spine Hospital (Toledo), Lima Memorial Hospital and St. Luke's Hospital (Maumee). There are 41 acute care hospitals in the 27 county service area, as well as two children's specialty hospitals in Toledo, the main metropolitan area in the service area.

### **Community Assessment Process:**

In the process of meeting the needs of our diverse community and in keeping with our strategic planning process, ProMedica staff participated in county health assessment meetings coordinated by the Hospital Council of Northwest Ohio and other community health-related stakeholders - including staff from local departments of health, universities, business leaders and other community health constituents. These assessment processes led to an increase in partnerships to identify and address the local health priority areas. Discussions with community groups have led to the development and coordination of programs and services essential to meet the needs of our growing community. In an effort to coordinate improvements in local health initiatives together, many counties are utilizing a community-wide strategic planning process for improving public health. Staff from a variety of departments attend meetings with various health coalitions in an effort to expand education and resources for groups while focusing on identified health priority areas. A few examples of these coalitions in the Toledo Metro Area include: The Toledo Lucas County Minority Health Commission, Healthy Lucas County, the Lucas County Colorectal Task Force, Susan G. Komen Breast Cancer Foundation, United Way of Greater Toledo and Parish Nurse Association.

## **Identification of Health Priorities**

The top leading causes of death in all 27 counties are:

- Heart disease
- Cancer
- Stroke
- Lung disease
- Accidents/unintentional injury
- Diabetes

Alzheimer's Disease is now moving into the top five leading causes of death in some counties. These six priority areas discussed below were established through consensus and discussion among ProMedica Toledo Hospital Grass Roots Green Team and administration with input from community partners. Review of additional published health data identified several additional areas for further discussion and planning to determine how programming could positively impact these areas.

### *Cardiovascular Disease*

Improve cardiovascular health (CV) and quality of life through prevention, detection, and treatment of risk factors for heart attack and stroke; early identification and treatment of heart attacks and strokes.

- Provide appropriate services and treatment for CV disease: Recruit primary and specialty care services, including cardiology coverage for the service area.
- Improve early detection of CV disease: Provide free or low cost screenings for cardiovascular disease, including lipid profile and blood pressure screenings.
- Increase the proportion of out-of-hospital cardiac arrests in which appropriate bystander were administered by providing education and training on CPR and Automated External Defibrillator (AED) use.
- Through ProMedica Total Wellness Department, provide health education programs to prevent CV disease and reduce CV risk lifestyle factors, including tobacco and obesity.

### *Cancer*

Cancer programs are based at ProMedica Flower Hospital that has taken lead for all ProMedica hospitals in both programming and outreach throughout our service area. ProMedica Toledo Hospital provides diagnostic and treatment for cancers under this umbrella, but has taken the lead for breast cancer screenings in the metro Toledo area.

The Toledo Hospital Breast Care Center has been accredited by the American College of Radiology as a Breast Imaging Center of Excellence. This designation signifies that the Center meets the highest standards of the radiology profession

and has a three-year term of accreditation for mammography, stereotactic breast biopsy, breast ultrasound, and ultrasound-guided breast biopsy.

#### *Diabetes*

Reduce the disease and economic burden of diabetes mellitus (DM) and improve the quality of life for those who have, or are at risk for, DM.

- Improve early detection of diabetes by providing free or low cost screenings (blood sugar, HbA1c).
- Provide health education programs on diabetes risk reduction.

#### *Sexually Transmitted Diseases*

Reduce the incidence of sexually transmitted diseases (STD):

- Evaluate programming to further educate the community, and particularly teens and other high risk groups, about STD prevention and resources.

#### *Obesity*

Continue programming to address the causes of obesity/overweight in our community

- ProMedica has already provided Healthy Kids Conversation Maps to over 1000 elementary students in the Toledo metro area, over the past two years, to teach healthy eating and activity to instill these habits at a young age.
- Identify other opportunities to improve healthy nutrition with our patients and in the community.

#### *Access*

Improve access to comprehensive, quality health care services for the uninsured.

- Continue to support CareNet (health care for uninsured and underinsured)
- Continue to provide financial assistance per ProMedica policy.

#### **Update on the Plan of Action:**

ProMedica Toledo Hospital has been successful implementing a plan of action; Refer to the updates below:

#### *Cardiovascular disease*

Improve cardiovascular health (CV) and quality of life through prevention, detection, and treatment of risk factors for heart attack and stroke; early identification and treatment of heart attacks and strokes.

- Provide appropriate services and treatment for CV disease: In 2010, ProMedica recruited additional cardiologists to improve access to this care.
- Improve early detection of CV disease: Provide free or low cost screenings for cardiovascular disease, including lipid profile and blood pressure screenings. In 2010, ProMedica PTH:
  - Provided 1,217 blood pressure and 349 cholesterol/lipid profile screenings.

- Increase the proportion of out-of-hospital cardiac arrests in which appropriate bystander and emergency medical services (EMS) were administered by providing education and training on CPR and supporting public access device (AED) program. In 2010, ProMedica PTH
  - Provided CPR training courses to 2487 community members in the first six months of 2011, including health care providers in the community..
- Provide health education programs to prevent CV disease and reduce CV risk lifestyle factors. In 2010, in Toledo area, ProMedica :
  - Provided CV education to 166 participants.
  - Provided tobacco cessation counseling to 45 persons.
  - Provided weight management services to 56 persons.
  - Implemented Healthy Kids Conversation Maps, childhood obesity initiative, with over 1000 children receiving this obesity prevention education.

### *Diabetes*

Reduce the disease and economic burden of diabetes mellitus (DM) and improve the quality of life for those who have, or are at risk for, DM.

- Improve early detection of diabetes by providing free or low cost screenings (blood sugar, HbA1c). In 2010 ProMedica Total Wellness provided 493 free blood sugar screenings.
- Provide health education programs on diabetes risk reduction. In 2010, PTH provided services to address adult obesity and prevent child obesity. Refer to updates above on weight management services and Healthy Kids Conversation Map initiative.
- Provide diabetes education services through affiliated Pharmacy Counter. In 2010, the Pharmacy Counter:
  - Provided 40 free diabetes education classes to 68 community members.

### *Access*

Improve access to comprehensive, quality health care services for the uninsured and under-insured.

- In 2010, ProMedica Toledo Hospital provided free health care services to 1,824 community members through CareNet and will continue to support this program for underinsured and uninsured individuals in Lucas County.

### **Dissemination of the Report to the Public**

ProMedica Toledo Hospital distributes the Community Health Needs Assessment through the public website: [www.promedica.org](http://www.promedica.org). In addition the hospital develops newsletters, sends mailings and alerts media to keep the community informed of upcoming hospital events and screenings. Additional county data may be found at [www.hcno.org](http://www.hcno.org).

### **Changes Impacting Community Health, Provision of Charity Care, and Access to**

**Services:**

In realizing the need for primary care services to meet the needs of our community, ProMedica Toledo Hospital acquired additional physician practices, recruited new physicians and expanded current practices. As a result, the community has the opportunity to access care no matter their coverage.

**Financial Aid Program:**

ProMedica provides free health care for uninsured people in need. Qualification for free care is based on the Federal government's Poverty Guideline for household income. At ProMedica, we offer free care or discounted care as follows:

- Patients with household earnings of ***less than 200% of the Federal Poverty Guideline*** receive care FREE of charge. As an example, a family of four (individuals living in the same household) can have an annual income of up to \$44,700 and qualify for free hospital care
- Patients with household earnings that are between ***200% - 400% of the Federal Poverty Guideline***, qualify for discounts that exceed those provided to third party insurance plans.
- Patients with household earnings that are ***more than 400% of the Federal Poverty Guideline*** can also qualify for discounts when paying promptly or establishing a reasonable payment plan.

ProMedica hospitals provide financial assistance to residents of the communities we serve and to those who are unable to pay for medically necessary services.

ProMedica's financial assistance opportunities are available to all of our patients for medically necessary services providing all qualifications are