

MercyOne Centerville Medical Center

2022 Community Health Implementation Strategy



Adopted June 2022







Centerville Medical Center

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At-a-Glance Summary

<p>Community Served</p> 	<p>MercyOne Centerville Medical Center serves Appanoose County Iowa, population of 12,426 that includes the county seat of Centerville and outlying communities of Moravia (IA), Moulton (IA), Mystic (IA), Cincinnati (IA), Exline (IA), Unionville (IA), Udell, (IA) and Plano (IA) well as into Putnam County, MO. This service area accounts for 88.8% of the patients at MercyOne Centerville Medical Center.</p>		
<p>Significant Community Health Needs Being Addressed</p> 	<p>The significant community health needs the hospital is helping to address and that form the basis of this document were identified in the hospital’s most recent Community Health Needs Assessment (CHNA). Needs being addressed by strategies and programs are:</p> <table border="1" data-bbox="415 663 1429 909"> <tr> <td data-bbox="415 663 857 909"> <ul style="list-style-type: none"> • Substance Abuse • Mental Health • Updated/New Emergency Room • Poverty • Women’s Health </td> <td data-bbox="857 663 1429 909"> <ul style="list-style-type: none"> • Healthcare Staffing • Family Planning • Obesity/ Healthcare Apathy (Own Your Health) • Awareness of Healthcare Service </td> </tr> </table>	<ul style="list-style-type: none"> • Substance Abuse • Mental Health • Updated/New Emergency Room • Poverty • Women’s Health 	<ul style="list-style-type: none"> • Healthcare Staffing • Family Planning • Obesity/ Healthcare Apathy (Own Your Health) • Awareness of Healthcare Service
<ul style="list-style-type: none"> • Substance Abuse • Mental Health • Updated/New Emergency Room • Poverty • Women’s Health 	<ul style="list-style-type: none"> • Healthcare Staffing • Family Planning • Obesity/ Healthcare Apathy (Own Your Health) • Awareness of Healthcare Service 		
<p>Strategies and Programs to Address Needs</p> 	<p>The hospital intends to take actions and to dedicate resources to address these needs:</p> <ul style="list-style-type: none"> • Improve appropriate delivery of crisis mental health service in the emergency room. • Improve emergency room facilities for the community. • Continue initiatives to assist financially vulnerable with patient navigator, transportation, and through community initiatives in housing/food insecurity. • Collaborate with healthcare education institutions to promote and educate future healthcare workers. • Improve the county obesity prevalence through individualized nutrition counseling/exercise and follow up guidance. • Collaborate with county partners to increase exercise opportunities in the county. • Improve community knowledge of healthcare services/resources in the county through creation of an easily accessible information directory. 		
<p>Anticipated Impact</p> 	<p>Through direct efforts of the hospital, we will improve crisis mental health services, assist removing financial barriers to accessing healthcare services, improve patient experience in the emergency room with facilities to meet needs presented, promote owning your health through free individual wellness counseling tailored to specific health needs and increase community awareness about healthcare services across the spectrum in our county.</p>		
<p>Planned Collaboration</p>	<p>To achieve this impact, we will collaborate with the following community partners, who are engaged in improving the health and life of residents in Appanoose County. Appanoose County Collaboration Council, Appanoose County Public Health, Appanoose County Healthcare Coalition, Appanoose County Law Enforcement, Appanoose County, City of Centerville, MercyOne Centerville Infinity Health, Appanoose County, NAMI of Appanoose</p>		



County, SHIPP, Nutritional Services Department, Appanoose County Backpack Program, PACT (Chamber of Commerce & Economic Development), Centerville Community Schools, Chariton Valley Housing Trust, 10-15 Regional Transit, Appanoose Community Care Services, River Hills Community Health Center, Chariton Valley Medical Clinic, MercyOne Medical Clinic, Obstetricians in Des Moines, Pella, Ottumwa, Corydon, Indian Hills Community College, Mercy College of Health Sciences, MercyOne Centerville Medical Clinic, MercyOne Centerville Nursing Departments, MercyOne Rehab Services, Appanoose County Trails

This document is publicly available online at the hospital's website at <https://www.mercyone.org/centerville/>. Written comments on this report can be submitted to Administration, MercyOne Centerville Medical Center, One St. Joseph's Drive, Centerville, IA or digitally at: <https://www.mercyone.org/centerville/for-patients/contact-us>.

Our Hospital and the Community Served

About the Hospital

MercyOne Centerville Medical Center is a part of the MercyOne Health System, a joint operating agreement between Common Spirit Health and Trinity Health in Iowa. Through this association, MercyOne Centerville Medical Center belongs to one of the largest Catholic healthcare systems in the country.

Located in Centerville, Iowa, MercyOne Centerville Medical Center is a not-for-profit, Catholic critical access hospital serving the Appanoose County area for 112 years. The hospital is dedicated to the mission and vision of MercyOne: Serving with fidelity to the Gospel as a compassionate, healing ministry of Jesus Christ to transform the health of our communities while setting the standard for a personalized and radically convenient system of health care services. The hospital provides comprehensive inpatient and outpatient services as well as specialist physician clinics. The hospital also operates a nursing home unit, geriatric mental health service and medical clinic with primary care physicians and advanced registered nurse practitioners including Quick Care open seven days a week. A full listing of services include:

- Emergency Care
- Acute Care
- Long Term Care
- General Surgery
- Medical Clinic (Family Medicine, Pediatrics, General Surgery & Podiatry)
- Laboratory
- Radiology
- Infusion
- Cancer Care
- Rehabilitation Services
- Respiratory Therapy
- Sleep Studies
- Specialist Physicians (Audiology, Cardiology, Oncology, Orthopedics, ENT, Dermatology, Urology, Nephrology, Neurology, Pain Management, Podiatry, Rheumatology, Wound Management)
- Health/Nutrition/Diabetes Education
- Health Coaches
- Geriatric Mental Health

- Support Groups.

Our Mission

The hospital’s dedication to assessing significant community health needs and helping to address them in conjunction with the community is in keeping with its mission. As MercyOne Centerville Medical Center, we make the healing presence of God known in our world by improving the health of the people we serve, especially those who are vulnerable, while we advance social justice for all.

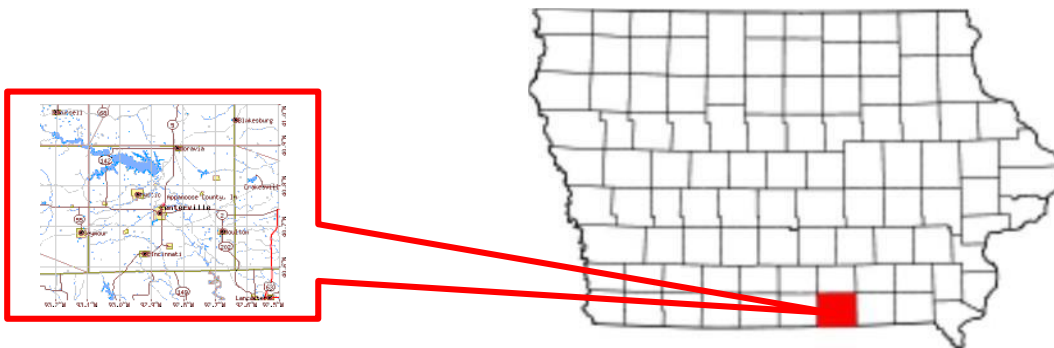
Financial Assistance for Medically Necessary Care

It is the policy of MercyOne to provide, without discrimination, emergency medical care and medically necessary care in MercyOne hospital facilities to all patients, without regard to a patient’s financial ability to pay. This hospital has a financial assistance policy that describes the assistance provided to patients for whom it would be a financial hardship to fully pay the expected out-of-pocket expenses for such care, and who meet the eligibility criteria for such assistance. The financial assistance policy, a plain language summary and related materials are available in multiple languages on the hospital’s website.



Description of the Community Served

The hospital serves Appanoose County Iowa, a rural county located in south central Iowa bordering Missouri. A summary description of the community is below, and additional details can be found in the CHNA report online at <https://www.mercyone.org/centerville/>. In 2021 Robert Wood Johnson Health Rankings, Appanoose County ranked 98 out of 99 counties in Iowa. The county has a high level of poverty compared to the rural norm, where social determinants have a direct impact on healthcare needs.



- Appanoose County is predominately a rural community located in south central Iowa on the border of Missouri. It is located 90 minutes from Des Moines and 3 hours from Kansas City. With its lack of

proximity to an urban area, Centerville is considered a regional retail center, despite the socioeconomic issues that impact the area. Although it is in an agricultural area, the community is not solely dependent on the agricultural economy and houses an industrial area that accounts for approximately 2000 jobs.

- The population of Appanoose County is 12,426 (based on 2019 data). 22.9% of the population is over 65 years old with 5.6% under the age of 5. Children in single parent households make up a total of 20.7% compared to the rural norm of 18.3%.
- Appanoose County is in an economically stressed area and is overall ranked the 2nd **least healthy county in Iowa** (2021 Robert Wood Johnson County Health Rankings). The county ranked 98th in Health Outcomes, 96th in Health Factors and 75th in Physical Environmental Quality out of 99 counties in Iowa.
- The average per capita income (\$26,012) is significantly lower than the state's average. 22.9% of the population is over age 65. The number of individuals in poverty is 15.8%, as compared to the state average of 11.9%, and the number of children in poverty is 24%. 61.8% of children in Appanoose County are eligible for free or reduced lunch. Those with food insecurity is 12.5%, and those with limited access to healthy foods (store) is 5.1%. The severe housing problem was recorded at 13.7% compared to the rural norm of 11.7%
- In Appanoose County, 19.2% of the Medicare population has depression and the age adjusted suicide mortality rate per 100k is 14.1. The age adjusted poor mental health days is 4.0 compared to the rural norm of 3.8.
- Appanoose County has an obesity percentage of 44.6% and 33.9% report physical inactivity. 21.3% smoke while the excessive drinking percentage is 23%. Medicare hypertension percentage is 60.3% while heart failure is 16.9%. Chronic kidney disease amongst the Medicare population is 24.3% compared to the rural norm of 20.8%.

Community Assessment and Significant Needs

The health issues that form the basis of the hospital's community health implementation strategy and programs were identified in the most recent CHNA report, which was adopted in June 2022. The CHNA contains several key elements, including:

- Description of the assessed community served by the hospital.
- Description of assessment processes and methods.
- Presentation of data, information, and findings, including significant community health needs.
- Community resources potentially available to help address identified needs; and
- Discussion of impacts of actions taken by the hospital since the preceding CHNA.

Additional detail about the needs assessment process and findings can be found in the CHNA report, which is publicly available on the hospital's website or upon request from the hospital, using the contact information in the At-a-Glance Summary.

Significant Health Needs

The Community Health Needs Assessment identified the significant health needs listed in the table below, which also indicates which needs the hospital intends to address. Identified needs may include specific health conditions, behaviors and health care services, and also health-related social needs that have an impact on health and well-being.

Significant Health Need	Description	Intend to Address?
Substance Abuse	Drug & Alcohol Prevention, Emergency/Crisis, Treatment	Yes *
Mental Health	Crisis, Diagnosis, Treatment, Aftercare, Providers	Yes
New/Updated ER	Replace 40-year-old Facility, that is Secured, Private and adequate Patient Space including Trauma and Mental Health.	Yes
Poverty	High poverty and social factors contribute to leading causes of death, including heart attacks, strokes, and lung cancer.	Yes *
Women's Health	Fragmented services in GYN/OB/Family Planning	Yes *
Healthcare Staffing	Access to Physicians both Immediate and in Future	Yes
Obesity	Nutrition, Exercise, Healthcare Apathy and Own Your Health	Yes
Awareness of Healthcare Services	Coordinate Communication to Public about the many existing healthcare services in the county and how to access.	Yes

Significant Needs Not in Hospital's Primary Scope

*The needs in the table above noted with an asterisk are not in the hospital's primary scope of capacity and services, but the hospital will collaborate in some form with other key leaders in the community to address those needs.

Substance Abuse: The hospital does not have the resources or professional expertise to directly address this need. However, MercyOne will become an active participant in collaboration efforts with the community and local substance abuse services and resources agencies to partner on initiatives where the hospital can provide support. Those initiatives have been listed in this plan.

Poverty: MercyOne Centerville Medical Center does not plan to directly address this particular need because other service agencies are addressing this need directly and developing action plans. However, the hospital will continue initiatives that provide support to those living in poverty. Those initiatives have been listed in this plan.

Women's Health: The hospital no longer provides Obstetrics service nor will be seeking to reinstate that service. The hospital and its clinic also do not provide family planning services due to the Ethical and Religious Directives of the Catholic Church for Healthcare. However, MercyOne will collaborate with existing providers to investigate opportunities where services can be accessed locally and to communicate

understanding of where those services are available in the community. Those initiatives have been listed in this plan.

2022 Implementation Strategy

This section presents strategies and program activities the hospital intends to deliver, fund, or collaborate with others on to address significant community health needs over the next three years, including resources for and anticipated impacts of these activities.

Planned activities are consistent with current significant needs and the hospital’s mission and capabilities. The hospital may amend the plan as circumstances warrant, such as changes in community needs or resources to address them.

Creating the Implementation Strategy

The hospital is dedicated to improving community health and delivering community benefit with the engagement of its management team, board, clinicians, and staff, and in collaboration with community partners.


Hospital and health system participants included Administrators, Emergency staff, Medical Surgical staff, Health Promotion & Wellness, Nurse Practitioners, Physicians, Hospitalists, Community Relations, and Hospital Board Members.





Community input or contributions to this implementation strategy included participation by 222 individuals on the community survey of needs, including representatives from: Mental Health, Emergency Medicine, Public Health Department, Case Managers, Senior Care, Consumer Advocates, Housing, Insurance, Law Enforcement, Pharmacy, Clinics, Elected Officials, Parents/Caregivers, Media, Clergy, Education, Business/Merchants, and Community Members/Volunteer Leaders. The survey was followed by 35 participants representing the same populations at a town hall meeting and a final implementation planning meeting.


The programs and initiatives described here were selected based on identified community need and ability to have an impact. The top 10 needs were identified from the Town Hall meeting after a comprehensive presentation of primary and secondary research. Participants at an Implementation Planning meeting evaluated the top 10 to determine those areas the hospital can directly impact or those areas where the hospital collaborate with other agencies to assist in impacting or improving


Strategies and Program Activities by Health Need


 Substance Abuse (Drug & Alcohol)	
Anticipated Impact (Goal)	The hospital's initiatives to address substance abuse are anticipated to result in: increased ER and Clinic Provider knowledge of local Substance Abuse resources and how to access; engagement in the specific drug problems in the county, educate patients about safe drug disposal while providing toolkits and potential holding of alcohol/or drug impaired ER patient in Med/Surgical unit.
Strategy or Program	Summary Description
Actively engage with the Appanoose County Collaboration Council	<ul style="list-style-type: none"> • Designate a hospital representative to actively participate with the Appanoose Substance Abuse Council (ASAC). • Provide monthly reports to hospital department managers about initiatives of the ASAC.
Re-educate hospital providers about local substance abuse problems.	<ul style="list-style-type: none"> • Assess local initiatives to improve substance abuse and provide information to clinic and emergency providers. • Provide annual opioid prescription education to providers in the emergency room and clinic.
Promote safe disposal of medications.	<ul style="list-style-type: none"> • Provide medication disposal kits to patients at hospital discharge and to patients in the clinic.
Support local rehabilitation program.	<ul style="list-style-type: none"> • Continue providing meeting space twice weekly for Narcotics Anonymous.
Assess extent of drug problem in the county	<ul style="list-style-type: none"> • Research the possibility of BIO BOT wastewater testing to identify drug abuse choice. • If valuable, seek grant opportunities to provide funding.
Planned Resources	Provide staff time for planning & participation on the Appanoose County Collaboration Council, provide funding for free medication disposal kits to patients, and provide meeting room space twice weekly for Narcotics Anonymous.


	Substance Abuse (Drug & Alcohol)
Planned Collaborators	Appanoose County Collaboration Council, Appanoose County Public Health, Appanoose County Law Enforcement, Appanoose County, City of Centerville, MercyOne Centerville


	Mental Health (Crisis/Emergency, Diagnosis, Treatment, Aftercare, Providers)	
Anticipated Impact (Goal)	The hospital’s initiatives to address mental health are anticipated to result in: onsite evaluations by mental health counselors to assist ER physician, support local mental health coalition continued meetings, increase community knowledge about the many mental health services and how to appropriately access.	
Strategy or Program	Summary Description	
Crisis Counselors in ER	<ul style="list-style-type: none"> • Explore collaboration with Infinity Care to provide on-call counselors to evaluate mental health patients in ER. • Consider direct contract with Integrated Telehealth Partners (ITP) to continue mental telehealth evaluations in the ER as primary or backup 	
Participate on the Appanoose County Mental Health Coalition	<ul style="list-style-type: none"> • Active participation by hospital members on the monthly coalition meeting. • Continue providing meeting space for the coalition monthly. 	
Mental Health Services Communication Coordination	<ul style="list-style-type: none"> • Collaborate with Infinity Health and Appanoose County to streamline access and promote information about mental health service availability in the county. • Educate community about appropriate mental health treatment rather than the ER. 	
Planned Resources	Fund mental health tele-evaluations in the ER. Provide meeting rooms free of charge for the county mental health coalition meetings. Provide staff time for planning & participation on the Appanoose Mental Health Coalition (AHMC). Provide meeting room space monthly for the AMHC.	


	Mental Health (Crisis/Emergency, Diagnosis, Treatment, Aftercare, Providers)
Planned Collaborators	Appanoose County Mental Health Coalition, Infinity Health, Appanoose County, NAMI of Appanoose County, MercyOne Centerville


	New/Updated Emergency Room	
Anticipated Impact (Goal)	The hospital’s initiatives to address new emergency room is anticipated to result in: better access, patient satisfaction and streamlined care processes that include adequately sized and outfitted rooms for ER patients, including Trauma and Mental Health, provide a secured department that protects patient privacy and contains dedicated ER registration and waiting room within the ER.	
Strategy or Program	Summary Description	
Complete a facility plan for a new Emergency Room.	<ul style="list-style-type: none"> • Hold a board session/staff planning session about needs for the emergency room. • Review current master facility plan and take applicable steps to update, i.e., architectural, feasibility study, etc. • Work with MercyOne Des Moines to develop a timeline to complete the project and to secure a funding source that considers Rural Development Loan, Foundation funds, grants, or other philanthropic donations with capital approval to move forward. 	
Planned Resources	The hospital will invest cash resources as well as foundation funds for the planning, development, and completion of the project.	
Planned Collaborators	The hospital will partner with MercyOne and Trinity Health to achieve the desired result.	


 Poverty	
Anticipated Impact (Goal)	Although Poverty is not within the hospital scope, we will collaborate with community groups to address the social determinants of health care while continuing to promote policies and resources to assist those unable or unwilling to pay.
Strategy or Program	Summary Description
Care navigation for vulnerable populations.	<ul style="list-style-type: none"> • Provide patient counselor to help access insurance or other healthcare payment eligibility programs including hospital charity care policies. • Reinstate SHIPP counselor services on a weekly basis to assist eligible senior citizens to access cost effective Medicare services. • Provide office space, resources, and advertising.
Community Health Worker	<ul style="list-style-type: none"> • Consider addition of a community health worker for ER and Clinic referrals to assist patients with socioeconomic problems impacting healthcare.
Assist those with Food Insecurity	<ul style="list-style-type: none"> • Provide complimentary home meals to patients upon discharge from the hospital. • Support backpack program for kid’s summer meals
Create more housing opportunities	<ul style="list-style-type: none"> • Continue annual support of the Chariton Valley House Trust to build affordable homes in the community.
Provide free transportation to patients needing any community health service.	<ul style="list-style-type: none"> • Subsidize rides on the transit bus 1-5 PM, Monday through Friday.
Planned Resources	The hospital will provide volunteers and paid staff to assist care navigation; Provide office space, computers, and marketing for the SHIPP volunteer counselor. Make and distribute free take home meals for patients at discharge. Provide cash support for kid’s food insecurity and affordable housing. Provide funding Monday-Friday, 1:00 – 5:00 for free transportation to healthcare appointments and other services.


 Poverty	
Planned Collaborators	The hospital will partner with SHIPP, Nutritional Services Department, Appanoose County Backpack Program, City of Centerville, Appanoose County, PACT (Chamber of Commerce & Economic Development), Centerville Community Schools, Chariton Valley Housing Trust, 10-15 Regional Transit, Appanoose Community Care Services.

 Women's Health	
Anticipated Impact (Goal)	The hospital no longer provides OB services and does not plan to reinstate that service. Due to the Ethical and Religious Directives for Catholic Healthcare the hospital and clinics do not provide family planning services. However, the hospital will collaborate with partners who provide those services to assist patients to access those services.
Strategy or Program	Summary Description
Assess local resources for family planning	<ul style="list-style-type: none"> • Coordinate a coalition of community family planning clinics/providers. • Establish relationships and collaborate among providers about services and how to access.
Recruit local Gynecologist/Women's Health Specialist	<ul style="list-style-type: none"> • Explore opportunities to partner with outside providers to provide monthly or semi-monthly clinics at the hospital.
Planned Resources	The hospital will provide clinic space and will provide recruitment costs and salary/benefits for women's health specialist.
Planned Collaborators	The hospital will partner with River Hills Community Health Center, Chariton Valley Medical Clinic, MercyOne Medical Clinic, and regional providers of Women's Health Services.

 Healthcare Staffing	
Anticipated Impact (Goal)	The hospital's initiatives to address healthcare staffing includes improving access to current physicians in the medical clinic as well as recruitment of future providers and key hospital nursing and ancillary staff.
Strategy or Program	Summary Description
Improve Physician Appointment Access	<ul style="list-style-type: none"> ● Assess barriers to physician appointment access. ● Develop team approach to care, utilizing ARNP extender for specific physicians. <ul style="list-style-type: none"> ● Expand direct online scheduling for patients
Expand Recruitment and Nurse Training	<ul style="list-style-type: none"> ● Continue recruitment at healthcare college fairs. ● Hire dedicated nurse educator <ul style="list-style-type: none"> ● Research participation and funding for nursing simulation laboratory
Increase physician specialist services	<ul style="list-style-type: none"> ● Evaluate feasibility of adding specialists as determined in the 2022 Appanoose County CHNA
Planned Resources	The hospital will provide funds for recruitment of new providers, recruitment fair costs, salary for nurse educator and space for nursing education and simulation.
Planned Collaborators	Indian Hills Community College, Mercy College of Health Sciences, MercyOne Centerville Medical Clinic, MercyOne Centerville Nursing Departments.

 Obesity	
Anticipated Impact (Goal)	The hospital's initiatives to address access to care are anticipated to result in: personalized management of health issues affecting weight, diabetes, heart disease as well as promote increased exercise activity and opportunities.

 Obesity	
Strategy or Program	Summary Description
Health Management Counseling	<ul style="list-style-type: none"> • Continue providing free nutritional counseling and individualized diet and exercise plans for clinic patients. • Explore open referrals to PT/Athletic Trainers for individualized exercise guidance and assistance. • Develop marketing initiative around “What Motivates You” – health improvement avoiding obesity and weight loss labels.
Support local exercise initiatives	<ul style="list-style-type: none"> • Participate with the Appanoose County Trail Expansion group to find ways to connect/expand trail system with signage, QR codes and mapping.
Initiate a county-wide health coalition	<ul style="list-style-type: none"> • Expand role of The Transitional Care Coalition (THCC) to include broad community health/needs issues as a county-wide Health Coalition.
Planned Resources	The hospital will provide salaries/benefits for full time dietician nutrition counselor to work with individualized clinic patient nutrition, weight management and exercise plans. Provide staff time for PT/Athletic exercise expertise in plans and provide funding for What Motivates You marketing campaign. Will provide staff time as a representative on the Appanoose County Trails Committee and donated funds to expand Appanoose County Trails initiative. Provide staff time to act as leader for the planning, coordination, and participation in THCC along with providing monthly meeting space/meals.
Planned Collaborators	MercyOne Medical Clinic, MercyOne Rehab Services, Appanoose County Trails, Indian Hills Community College, City of Centerville, The Transitional Care Coalition, Appanoose County Wellness Coalition.

 Awareness of Healthcare Services	
Anticipated Impact (Goal)	Increase the public’s knowledge of current healthcare services throughout the county, with an easy to access guide, and ongoing publicity.



Awareness of Healthcare Services

Strategy or Program	Summary Description
Coordinate comprehensive community resource guide	<ul style="list-style-type: none">• Establish health resource planning & development committee from the Appanoose County Health Coalition• Research the potential for development of a resource directory mobile app.• Seek funding through grants and other resources to develop a mobile app.
Coordinate regular monthly awareness	<ul style="list-style-type: none">• Collaborate with other health services, including mental health to publicize health services & access to community resource utilizing: The Pitch and Appanoose Weekly.
Promote hospital digital website resource directory	<ul style="list-style-type: none">• Promote service monthly in Appanoose Weekly and FB
Planned Resources	The hospital will provide cost for advertising publicity, actively participate on the planning & development committee, provide funding in collaboration with seeking grants for a county-wide platform and provide human resource for the coordination and maintenance of the platform.
Planned Collaborators	Appanoose County Health Coalition, Appanoose County Public Health, MercyOne Medical Center, Infinity Health, Appanoose County, City of Centerville, PACT (Chamber & Economic Development)