

Community Health Needs Assessment

Mercy Hospital Healdton
2025



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FY22-25 Impact

The 2022 community health needs assessment identified three priority health areas:



Mental Health / Substance Abuse



Poverty



Diabetes Education

A community health improvement plan was developed and implemented to address these significant needs. Mercy Hospital Healdton developed and implemented a variety of programs and initiatives to address the needs identified in the 2022 CHNA.



FY22-24 Impact

Mental Health /Substance Abuse

- **Virtual Behavioral Health (vBH)**- This is a Ministry-wide program that provides integrated support for patients with behavioral health needs in the outpatient and inpatient setting. vBH co-workers provide virtual and telephonic behavioral health assessments to establish patients' level of care, and facilitate referrals for inpatient, intensive outpatient (IOP), and outpatient services, as well as for basic social needs in their home communities. vBH also provides virtual psychiatric consults to help with medication stabilization related to the exacerbation of behavioral health conditions
- **Concert Health Collaborative Care**- This partnership commenced in 2022 to support Primary Care providers (PCP) in providing their patients with mental/behavioral health support. The program helps provide a behavioral health care manager who interacts directly with the patient, performs an assessment, as well as initiates treatment, all in collaboration with their PCP. This collaboration strives to enhance support to PCPs by providing comprehensive mental and behavioral healthcare to patients while allowing the patient to obtain care in the same setting. In FY24, 105 patients were referred to the Concert Health Program in our community.



FY22-24 Impact

Poverty: Access to Care for Those at High Risk

- **Community Health Workers (CHWs)** Community Health Workers have been supporting Mercy Hospital Healdton since March 2024, facilitating access to services and Health Equity planning. Patients are screened during the registration process where they are given the changes to connect with a CHW.
- **Dispensary of Hope** Mercy Hospital Healdton is happy to partner with Mercy Hospital Ardmores' Dispensary of Hope (DOH) program launched in November 2023, providing uninsured Mercy patients living below the Federal Poverty Line with life saving medications free of cost for up to one year. Patients can apply to the program by completing a form. Prescriptions are dispensed through Mercy Hospital Ardmores retail pharmacy. Patients can pick up the prescriptions at the outpatient pharmacy or have them mailed directly to their home. The program has received funding for another year, and we will continue outreach services to increase patient enrollment.



FY22-25 Impact

Diabetes Education

- **Diabetes Education-** Due to lack of resources for starting an accredited Diabetes Education program in our community we decided to focus on food insecurities as a health related need to improve Diabetes management.
- **Emergency Food Pantry-** Our Food Pantry Program is a partnership between Mercy Hospital Healdton and the Regional Food Bank of Oklahoma to drive improved health outcomes for patients experiencing food insecurity. Food insecurity is an emerging factor for chronic disease like Diabetes. Although food insecurity on its own will not relieve adults of their illness, proper nutrition could make chronic diseases easier to manage thus improving a patient's health and well-being. Mercy Hospital Healdton is proud to partner with the Regional Food Bank of Oklahoma to provide patients with food insecurity non-perishable boxes of food and a list of county resources including local food pantries and transportation resources. Patients are asked if they would like to connect with a Community Health Worker to discuss their food needs and/or other social determinants of health needs.
- **Blessing Boxes-** Mercy Hospital Healdton hosts a free "blessing box" on our campus. This box is filled with non-perishable items provided by the hospital, our coworkers, and the public. Items in the blessing box are available free to all patients and community members in need of food.

Executive Summary *(continued)*

Mercy Hospital Healdton contributes to community building activities to promote the health of the communities in which they serve. Through active participation in community boards, neighborhood community meetings and involvement in community-based events, Mercy Hospital Healdton demonstrates its ongoing commitment to the residents it serves. These activities serve as a link to engage Mercy coworkers to look beyond the walls of the facilities in which they serve.

The Community Health Needs Assessment (CHNA) process involved review of both quantitative and qualitative data to attain the full scope of the community needs as they relate to health. This summary is documentation that Mercy Hospital Healdton follows IRS requirements for conduction of community health needs assessments.



Executive Summary *(continued)*

Six identified health needs emerged during the CHNA process. The Community Committee of Mercy Hospital Healdton Board of Directors reviewed and prioritized the needs based on several criteria. The 2025 prioritized community health needs are:

- Access to Care
- Behavioral Health
- Food Insecurity

These prioritized needs will be the basis of Mercy Hospital Healdton's three-year Community Health Improvement Plan (CHIP), which will guide the coordination and targeting of resources and the planning, implementation, and evaluation of new and existing programs and interventions. This Community Health Needs Assessment, along with the resulting Community Health Improvement plan, will provide the framework for Mercy Hospital Healdton as it works in collaboration with community partners to advance the health and quality of life for the community members it serves.



Community Profile

Mercy Healdton Region

Population
64,239

Median household
income
\$48,000

87% are High
School graduates
or higher



Community Profile

Mercy Healdton Region

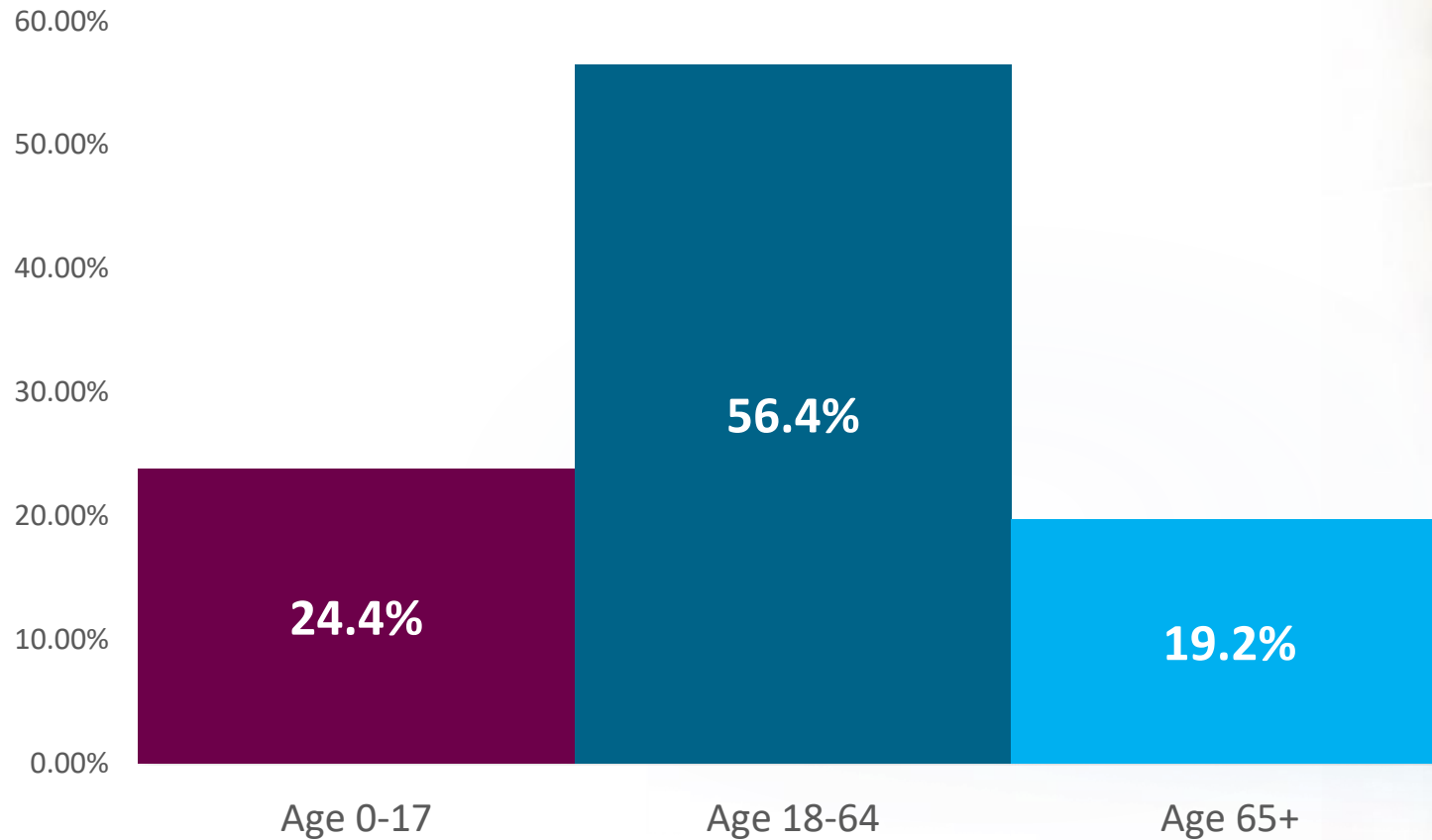
For the purpose of this CHNA, Mercy Healdton defines its community served as the three counties in south central Oklahoma, which include Carter, Jefferson, and Love. This region, with a population of 64,239 in 2024, has experienced significant development over the past decade, driven mainly by our top employers Michelin North America, Mercy Hospital Ardmore, and the Dollar General and Dollar Tree distribution centers.

Healthcare access has been a constant issue for much of our community in south-central Oklahoma. Despite the relative economic prosperity of the area, about 16.8% are uninsured. With the unwinding and eventual closure of Michelin North America, these numbers are expected to become affected.



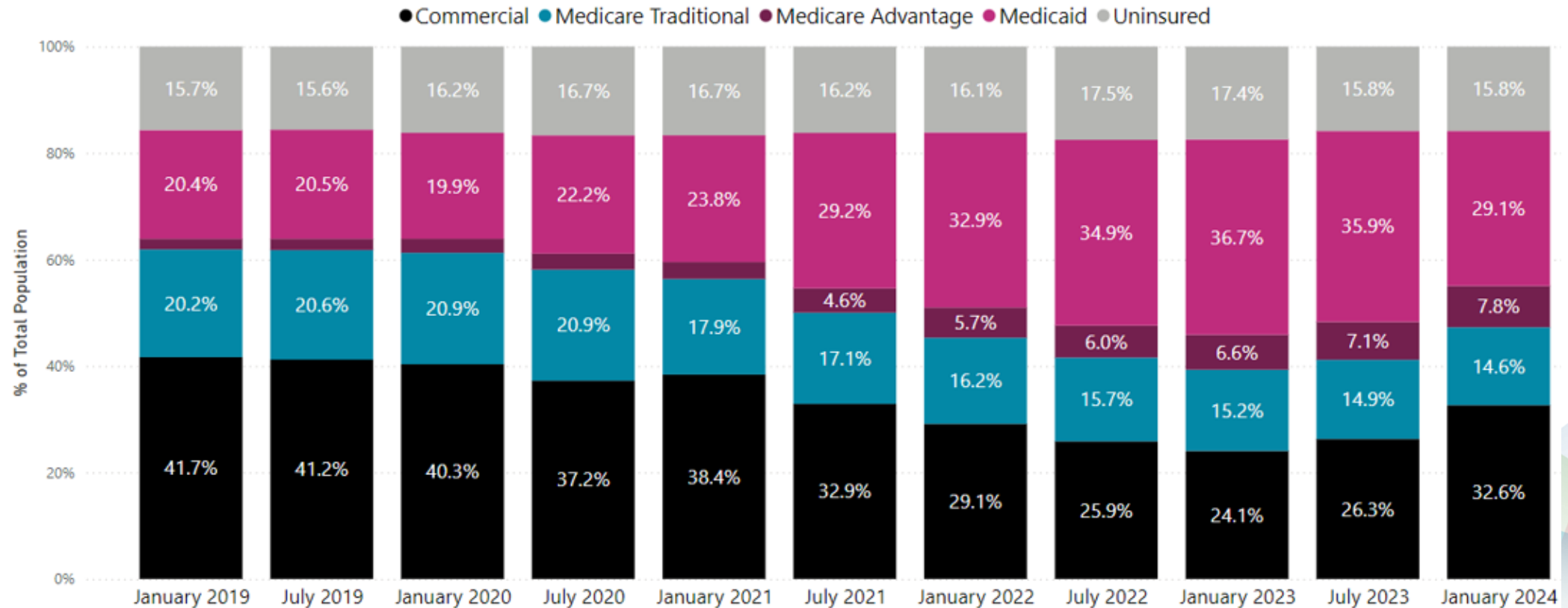
Community Profile

Age Structure



Community Profile

Insurance Status

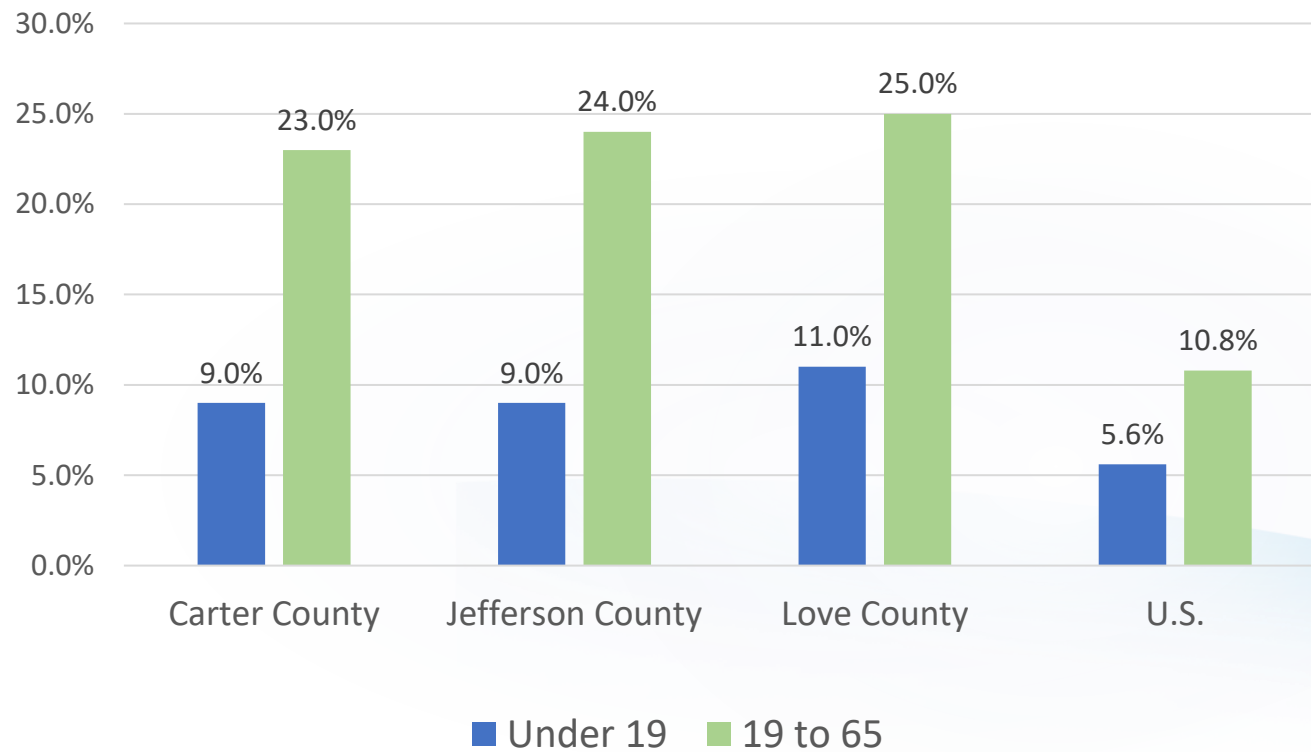


Source: EDAO/Market Intelligence/Clarivate

Community Profile

Insurance Status *(continued)*

Adult and Child Uninsured Rates



Community Profile

	Community	OK	US
5-Year Population Growth	5.1%	6.3%	4.0%
Median Age	39	36	35
Median HH Income	\$48k	\$52k	\$61k
High School Grad or Greater	87%	89%	90%

Source: Advisory Board Demographic Estimates, 2023-2028

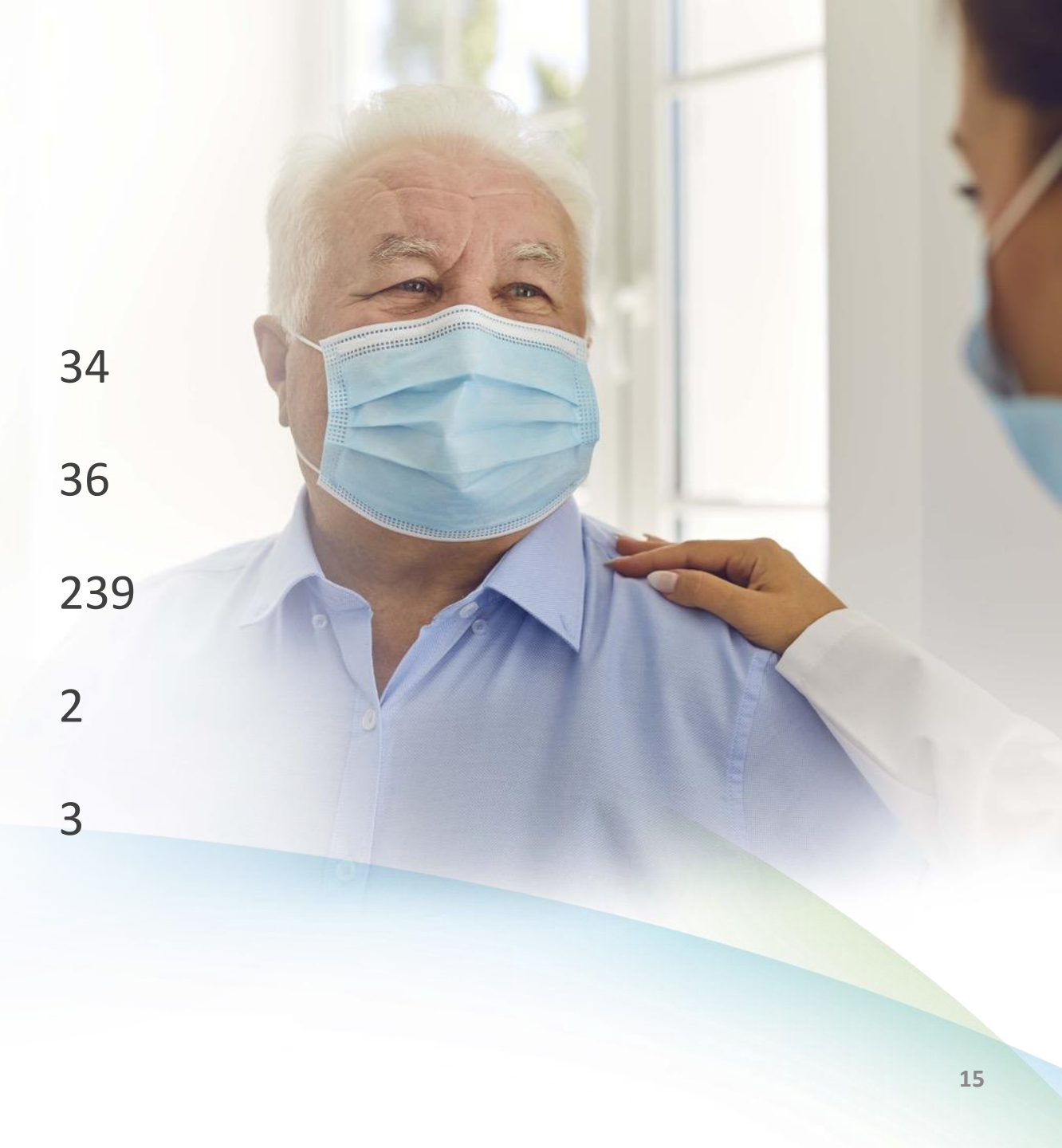


Community Profile

Access to Care

- Primary Care Physicians per 100,000 34
- Dentists per 100,000 36
- Mental Health Providers per 100,000 239
- Acute Care Hospitals 2
- Critical Access Hospitals 3

Source: County Health Rankings, 2024



Our Assessment Process

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

- Oklahoma State Department of Health- Region 8
- Good Shepherd Community Clinic
- HFV Wilson Community Center
- Admore Literacy Leadership
- Mercy Hospital Ardmore
- Mercy Hospital Healdton
- Admore Behavioral Health Collaborative



Our Assessment Process

(continued)

Organizations participating in the CHNA and serving on the Mercy Hospital Healdton Community Board:

- Mercy Hospital Healdton
- Mercy Hospital Ardmore
- Alexander Gray Funeral Home
- Healdton Family Center
- B & C Backhoe
- Healdton Municipal Hospital Authority

Our Assessment Process

Community Coalitions and Stakeholders *(continued)*

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

- Healdton Community Library
- Ardmore Behavioral Health Collaborative
- Carter County Healthy Living Coalition
- Carter County Prevention Coalition
- Ardmore Bridges Initiative Steering Committee
- Oklahoma State Department of Health- Region 8
- The Salvation Army



Our Assessment Process

Community Input

Community Health Survey

Mercy in collaboration with Region 8 of the Oklahoma State Department of Health, and Good Shepherd Community Clinic worked to conduct a comprehensive community health survey in 2024. The survey was developed to build on the 2021 Mercy Hospital Healdton Community Health Survey and to incorporate input and specific needs of community partners in the area. The final survey was made of 29 questions focused on health issues and needs most important to the respondents, wellness, mental health, as well as barriers to care. The survey was translated into Spanish by a certified medical interpreter.

The Health Department hosted the survey on their platform from June through August 2024 in both languages. The survey was promoted on social media and sent to all partner agencies to share among their coworkers and clients or patients.

Our Assessment Process

Ardmore Community Input *(continued)*

Flyers with QR codes for the survey in each language were produced by OSDH Region 8's Communications Team and distributed to community partners. Surveys were also made available in paper format in both English and Spanish for participants that preferred to complete it manually or didn't have access to a smart phone or computer. In-person community promotions were done at multiple events throughout the summer months, including at various Back to School events.

217 responses were included in the final analytic sample. Responses were obtained from 22 unique zip codes from the Healdton Community Area counties. 73% of respondents were White, 13% were Native American, 9% were Black/African American, 3% were other races, 1% were Native Hawaiian or Pacific Islander, and 1% were Asian. Complete results of the Ardmore Community Health Needs Survey are included in Appendix A.

Two Focus groups were also conducted where qualitative data was obtained on the needs of the community from their perspective.

Prioritized Needs

Access to Care

Behavioral Health

Food Insecurity

Prioritized Needs

Prioritizing Identified Health Needs

Six identified needs emerged during the process of analyzing primary and secondary data for the CHNA. Needs were identified if they were ranked highly as a need by survey respondents, identified as a health disparity by public health data, or were prioritized in a previous CHNA. Relevant indicators for each need are summarized in Appendix B. The identified health needs were Access to Care, Behavioral Health, Financial Strain, Food Insecurity, Communication about Resources, and Substance Misuse.

Mercy Hospital Healdton's Board of Directors met in January 2025 to prioritize the six identified health needs. The Board reviewed the data collected, evaluated the strengths and resources available in the community, and considered the hospital's strategic plan. Then narrowed down the list of health needs to three: Access to Care, Behavioral Health, and Food Insecurity.

Prioritized Needs

Prioritizing Identified Health Needs *(continued)*

Based on the results of the 2024 CHNA, Mercy Hospital Healdton has prioritized three health needs: Access to Care, Behavioral Health, and Food Insecurity. Behavioral Health and Food Insecurity will be carried over from the 2015 and 2022 CHNA. Mercy Healdton will maintain current strategies which have been implemented and have been shown to be making positive impacts in these areas and will continue to seek out programs, interventions, and community partnerships to meet all the prioritized health needs.

Our Assessment Process

Resources

The following external sources of published data were used as part of the collection of secondary data during the assessment process:

- SparkMap – Center for Applied Research and Engagement Systems (CARES): <https://sparkmap.org/report/>
- County Health Rankings and Roadmaps—2024: <http://www.countyhealthrankings.org/>
- United States Census Data: <https://data.census.gov/cedsci/>
- Small Area Health Insurance Estimates: <https://www.census.gov/programs-surveys/sahie.html>
- Substance Abuse and Mental Health Services Administration (SAMHSA): <https://www.samhsa.gov/data/>
- CDC/National Center for Health Statistics: <https://www.cdc.gov/nchs>
- Oklahoma State Department of Health “Health Assessment Report”: [OSDH 2023 State Health Assessment](#)

Prioritized Needs

Access to Care

Access to health care refers to comprehensive, timely, and quality healthcare services that result in the best health outcomes. Specifically, vulnerable populations suffer from limited access due to a variety of structural and individual factors. These barriers may include the high cost of care, lack of health insurance coverage or low insurance coverage, limited availability of services, and transportation difficulties. Those without care aren't as able to obtain treatment for acute or chronic diseases, resulting in further exacerbation of their health conditions, increased cost of care, and, at times reduction in quality of life and premature death.

Despite the expansion of Medicaid in Oklahoma and availability of insurance through the Affordable Care Act Marketplace plans, the numbers of uninsured adults and children in southern Oklahoma remain high. About 16.8% of adults between the ages of 19 and 65 are uninsured in the Mercy Hospital Healdton Community, which is higher than the 10.8% across the U.S. About 10.4% of children 18 and under are uninsured, versus the U.S. average of 5.6%.



Prioritized Needs

Access to Care *(continued)*

Another barrier to access to care is adequate numbers of primary care physicians (PCPs) for the population. Other than Carter County, all the counties in the Mercy Healdton community experience a shortage of primary care providers. The rate of Jefferson County is particularly low at 1 PCP per 100,000 population, and lower than the Oklahoma rate of 61 per 100,000.

Respondents to the 2022 Community Health Survey, as well as focus group participants ranked Access to Affordable Care as one of the most important issue to them. This included the need for lower costs in health services.

Mercy remains committed to increasing access to care for uninsured, underinsured, economically poor, and vulnerable persons and has instituted various programs to address this need.





Prioritized Needs

Behavioral Health

Mental or behavioral health (these terms will be used interchangeably throughout this CHNA) includes our emotional, psychological, and social well-being. While mental illness is not the same as mental health, mental illnesses are among the most common health conditions in the United States. More than 50% of people will be diagnosed with a mental illness or disorder at some point in their lifetime. ¹

Respondents to the Community Health Survey included mental health issues as one of the top challenges their households face. Focus group participants agreed that there is a large need for behavioral health providers in the area, namely psychiatrists due to their long waiting lists and lack of timely appointments.

Prioritized Needs

Behavioral Health *(continued)*

Secondary data on mental and behavioral health is challenging to obtain at the county level. As a nation, however, data is clear that mental health is a very significant health issue. Only 17% of U.S. adults are considered to be in a state of optimal mental health.² Suicide rates have increased 24% over the past decade, from 11.3 to 14.0 per 100,000 population (age adjusted) from 2007 to 2017.³ All 3 counties in the Mercy Healdton region's suicide rates are ranked in the top 40 in Oklahoma, Carter having the highest at 25 per 100,000.^{5,7}

Although the proportion of mental health care providers in the Mercy Healdton community area is of 482 per 100,000 populations is relatively high, this average reflects a high proportion of mental health providers in Carter County (474 per 100,000). These rates overshadow the counties experiencing severe mental health provider shortages. Jefferson and Love counties are all experiencing shortages of mental health providers and access issues for patients seeking mental health care.

Mercy Health System is planning to implement several virtual behavioral health services across its ministry over the next several years, benefitting the Mercy Healdton community, and Mercy remains committed to finding solutions to meet this significant health need.

Prioritized Needs

Food Insecurity

Food insecurity is a lack of consistent access to enough food for an active, healthy lifestyle. It is a very complex problem, as many people don't have resources to meet their basic needs. Though food insecurity is closely related to poverty, not all people living below the poverty line experience food insecurity. About 15% of the Healdton area community are food insecure, which is higher than the U.S. average of 11%.⁴ Food Insecurity/ access to healthy foods was ranked as a top 5 health concern for our region in the 2023 Oklahoma State Department of Health's Health Assessment. It was also a common topic discussed in all focus groups.

Prioritized Needs

References

1. CDC Mental Health Basics, 2021. <https://www.cdc.gov/mentalhealth/learn/index.htm>
2. Healthy People 2020. Mental Health. <https://www.healthypeople.gov/2020/leading-health-indicators/2020-lhi-topics/Mental-Health/determinants>
3. Healthy People 2020. Mental Health. <https://www.healthypeople.gov/2020/leading-health-indicators/2020-lhi-topics/Mental-Health/data>
4. Feeding America – Hunger in America, 2019. <https://map.feedingamerica.org/>
5. County Health Rankings and Roadmaps 2024. <http://www.countyhealthrankings.org/>
6. Small Area Health Insurance Estimates US Census Data. <https://www.census.gov/programs-surveys/sahie.html>
7. World Health Rankings- Oklahoma. <https://www.worldlifeexpectancy.com/usa/oklahoma-suicide>

Please refer to the Mercy Ardmore Community Health Survey Results in Appendix A for primary data collected by the survey. The reference list in Appendix B: Identified Health Needs contains references for statistics collected during the secondary data analysis.

Resources

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

- Ardmore Behavioral Health Collaborative
- Carter County Prevention Coalition
- Carter County Healthy Living Coalition
- Carter County Homeless Coalition
- Good Shepherd Community Clinic
- Lighthouse Behavioral Health
- Oklahoma State Department of Health- Region 8
- The Grace Center of Southern Oklahoma
- Salvation Army
- Healdton Community Library

Appendices

- Appendix A: Mercy Ardmore Community Health Survey and Healdton Focus Group Results

Appendix A

Carter County Community Health Needs Assessment Survey Results



Healdton Listening Session

What is the biggest health problem in your community?

- Drug/substance use.
- Older individuals w/ no one to help them navigate needs.
- Homelessness (not often thought about since town is so small).
- Elders/individuals on limited income.
 - No way to get to healthcare, can't afford transportation.
- Senior Center only able to feed 2 times a week.
 - These are the only meals of the week for some.
- Need a good social center (socializing, games, etc.).
- Social worker/CHW need (none, didn't know about CHD/Mercy CHWs).
- Social services need (CHD only 1 day a week in Healdton).
- Library is the social service hub for now but needs help.
 - Librarian struggles to meet all the needs.
 - Spending time after hours to help meet their needs.
 - Trying the best to learn/navigate all of the needs (learned how to help people apply for SNAP).
 - Need for showers/day facilities.
- Miscommunications from healthcare.
 - Ex: individual called for immunizations, was sent to Ardmore, then sent back to Healdton.
- Vaccine drives saw good #'s during COVID, would like to implement again.

What prevents you from achieving a healthy community?

- Good food is expensive.
 - Agreement from others about this point.
- Would like to have food pantry here, transportation is a big limiter to reaching the pantries in Ardmore and surrounding areas.

What do you see as a priority need in your community?

- Helping elders (large population in Healdton).
- Looking for/getting grants for public transportation and other services.
- Screening for heart conditions, travel to Ardmore req.
- Automated phone systems when contacting healthcare/scheduling are difficult to navigate.
 - Navigating healthcare system itself can be confusing, adds to it.
 - Library has hard time helping people navigate by themselves.
- Tobacco use in the area (have worked w/ TSET, would like more opportunities/info).
 - Vaping in schools.



Your life is our life's work.