

# 2023 Community Health Needs Assessment

Mercyhealth Hospital and Trauma Center  
Janesville, Wisconsin

## Our mission

Exceptional health care services,  
with a passion for making lives better



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# INTRODUCTION

Mercyhealth Hospital and Trauma Center (MHTC) conducts a Community Health Needs Assessment (CHNA) every three years to assess health and quality of life issues in Rock County and adopts an implementation strategy to meet health needs identified through the CHNA. This approach identifies issues where there are opportunities for improvement in the health care delivery system that could improve patient care, preventive service utilization and the overall health and quality of life in the community. Results from this study can be used for strategic decision making and to ensure that MHTC provides programs and services that align with significant health needs in the community.

This report has been prepared in compliance with Internal Revenue Code Section 501(r)(3). It includes the following components:

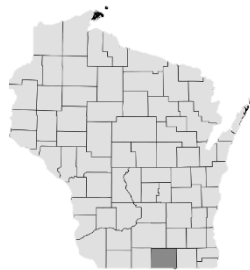
- About Mercyhealth: A description of MHTC, the parent organization, and the community served
- Methodology: A description of the process and methods used
- Community Profile: A compilation of data from external sources on community health issues and trends
- Community Survey: Findings from a randomized, anonymous survey of Rock County residents
- Key Informant Interviews: Themes from interviews with selected community leaders in business, government, health care, nonprofit, and other community sectors
- Prioritization of Significant Health Needs: A prioritized description of the health needs identified through the community profile, household survey, and key informant interviews
- Evaluation of Actions Taken to Address Significant 2020 Health Needs: An evaluation of actions taken to address significant health needs identified in MHTC's immediately preceding CHNA

## Mercyhealth Hospital and Trauma Center

MHTC offers comprehensive acute inpatient and outpatient services. The parent company, Mercyhealth, is an integrated delivery system that works in conjunction with MHTC to develop services that support the hospital and its patients, including a large ambulatory network consisting of primary care, specialty care, and urgent care services.

### Community Definition

For the purposes of this assessment, the community served by MHTC is defined as the entirety of Rock County, Wisconsin because 90% of the patients served by MHTC in 2022 were residents of Rock County. MHTC expects that a similar percentage of its patient population will be residents of Rock County during calendar years 2023 through 2025. MHTC's patient population and community were determined without regard to a patient's insurance status or whether they were eligible for assistance under MHTC's financial assistance policy.



## METHODOLOGY

MHTC welcomes feedback on its CHNA. Comments can be shared on its website at [mercyhealthsystem.org/about-us/community-needs](https://mercyhealthsystem.org/about-us/community-needs). MHTC received no comments regarding its 2020 CHNA.

### Community Profile

As an initial step for the community health needs assessment, MHTC reviewed secondary data sources to define Rock County's population and health needs. One major source of information was data gathered by the U.S. Census Bureau during the 2020 Census. A second major source of information was data included in the 2023 County Health Rankings report for Wisconsin. The County Health Rankings report is created through a collaboration between the Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute.

### Community Survey

To gather primary data regarding health needs in Rock County, MHTC created an online community health survey using the MachForm survey tool. The survey was translated into Spanish, and both English and Spanish versions were accessible via links and QR codes. Methods for survey distribution included social media, Mercyhealth's internal newsletter, Mercyhealth's community newsletter, and flyer placement at key community locations. The survey was distributed between January 10, 2023 and February 12, 2023. MHTC received 537 survey responses.

Once the survey closed, the collected data was aggregated and visualizations were created to illustrate demographics of respondents and distributions for responses to all questions. Not sure/no answer/missing data were excluded from statistical analysis.

A copy of the survey questionnaire is available in Appendix A.

### Key Informant Interviews

As a qualitative supplement to survey data, primary data was also collected through virtual and in-person interviews with key informants. Key informants are stakeholders who represent community organizations and, through their roles as community leaders and organizers, possess valuable insights into health issues experienced by the populations they serve. Key informants were selected with the goal of gathering information reflective of a broad cross-section of the community, particularly those populations unlikely to respond to the survey. Twelve key informant interviews were conducted between January 2023 and March 2023.

A list of individuals interviewed, a description of the populations served by the organizations represented, and a list of questions asked is available in Appendix B.

## **Input from Underserved Communities**

MHTC adopted the following strategies to solicit input from underserved communities in primary data collection:

- Survey and flyers translated into Spanish
- Flyers posted at community organizations that serve low-income populations, including YMCA and public libraries
- Key informant interviews conducted with organizations that serve low-income populations

## **Input and Collaboration with Public Health Departments and Experts**

MHTC participates in the Health Equity Alliance of Rock County (HEAR), a coalition supported and facilitated by the Rock County Public Health Department and comprised of health systems, community-based organizations, and government agencies. Other organizations participating in HEAR include SSM Health, Beloit Health System, Health Net, Community Health Systems, Inc., Head Start, School District of Beloit, Community Action, and Building a Safer Evansville. Together, these organizations represent medically underserved, low-income, and minority populations including uninsured and underinsured patients, children in low-income families, unhoused individuals, and at-risk youth. For Rock County, HEAR helps guide the Community Health Assessment (CHA) and Community Health Improvement Plan (CHIP), and implements strategies to meet the goals set forth in the improvement plan. Representatives from MHTC participated in HEAR throughout this analysis and obtained input from HEAR members about resources available to address health issues in Rock County.

In late 2022, MHTC solicited and received input from the Rock County Department of Public Health specifically regarding survey design and key informant interviews. The Rock County Department of Public Health shared findings from focus groups and key informant interviews conducted as part of the county's 2021 CHA. For purposes of comparison with data collected for Rock County's CHA, MHTC added survey questions specifically focused on mental health and access to care, the two focus areas for Rock County's 2022 CHIP.

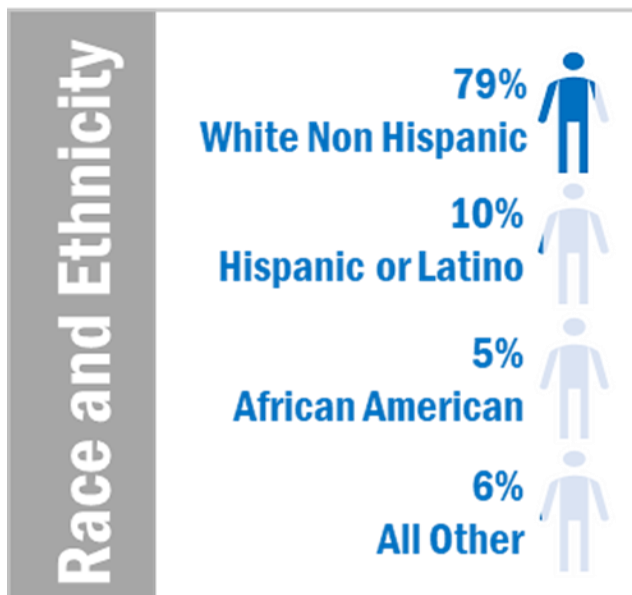
MHTC also conducted a key informant interview with the Rock County Department of Public Health's Public Health Strategist/HEAR Coordinator.

# COMMUNITY PROFILE

Population demographics and changes in demographic composition over time play a key role in the types of health and social services needed by communities. According to the most recent data available from the U.S. Census Bureau's 2020 survey, Rock County has a total population of 164,381 residents.

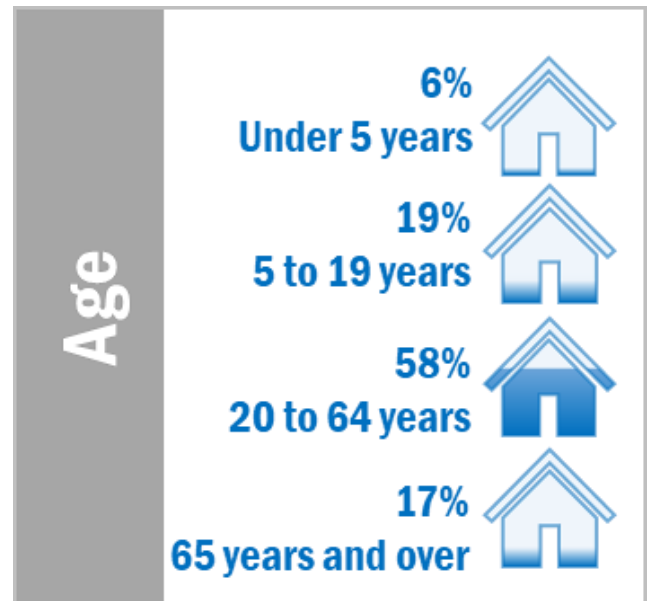
## Race and Ethnicity

Residents of Rock County are primarily White non-Hispanic. The population's racial and ethnic composition has remained relatively consistent over time.



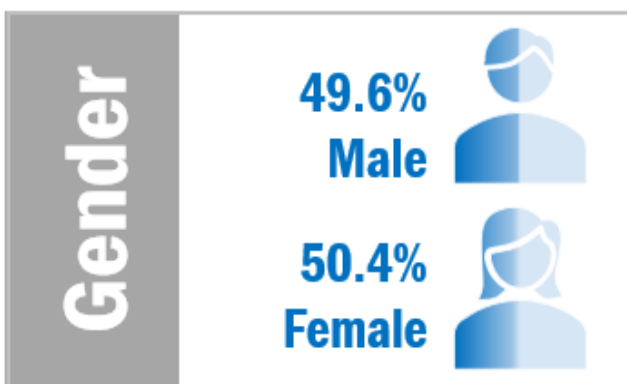
## Age

Each age group has unique health needs. A majority (58%) of Rock County residents are between the ages of 20 and 64 years old. 17% are over 64 years old



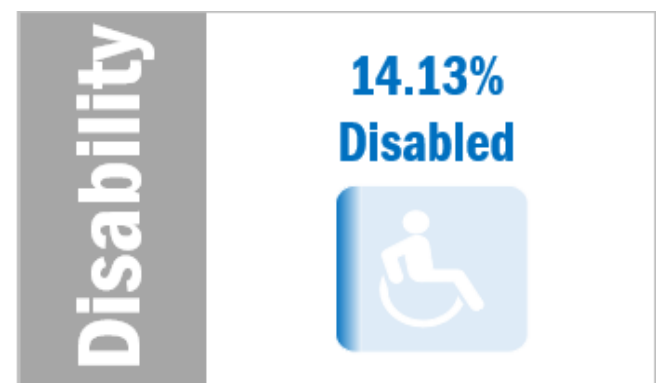
## Gender

The gender distribution of Rock County residents has remained consistent over time and is consistent with state and national distribution.



## Disability

The total civilian non-institutionalized population with a disability in Rock County is 23,121. This is a slightly higher rate of disability than Wisconsin.

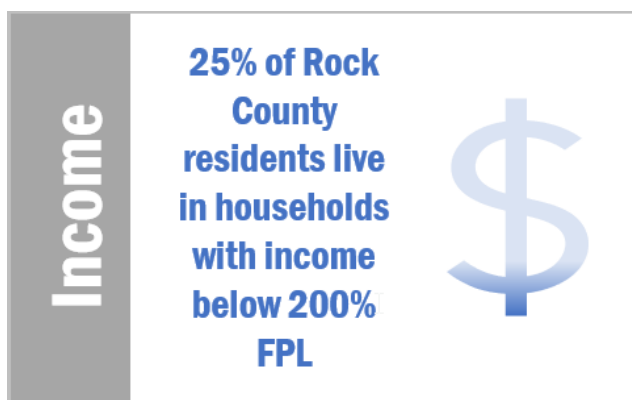


There is a well-established link between economic insecurity and poor health outcomes. Poverty, unemployment, and lower educational attainment contribute to barriers to accessing health care and engaging in healthy behaviors.

## Income and Poverty

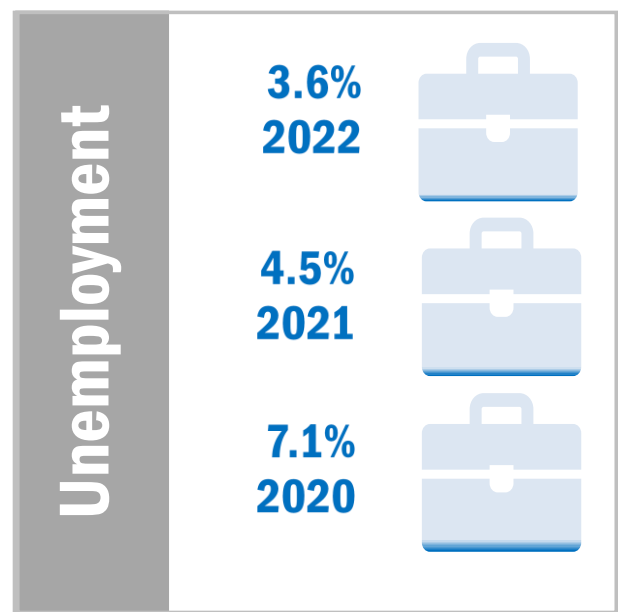
Poverty guidelines are issued each year by the Department of Health and Human Services. Income guidelines vary based on household size and can be expressed as a percentage of the federal poverty level (FPL). Income guidelines are used to determine eligibility for certain state and federal programs including Medicaid and the Supplemental Nutrition Assistance Program.

Within Rock County, 40,934 individuals live in households with an income below 200% of the Federal Poverty Level. For example, a family of four in Wisconsin living below 200% of the FPL makes less than \$60,000 annually. These individuals are more likely to experience barriers to accessing health services, healthy food, and other necessities that contribute to a healthy lifestyle than those with higher incomes.



## Unemployment Rate

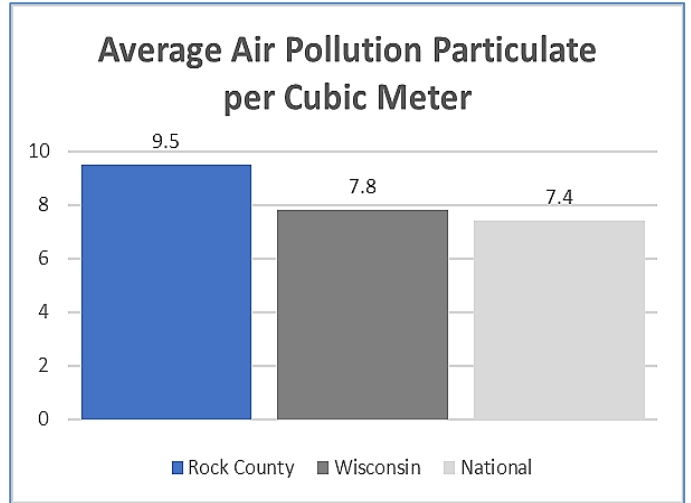
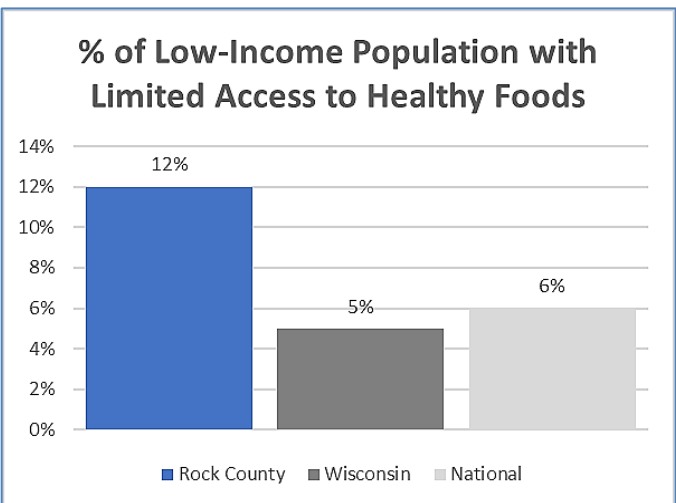
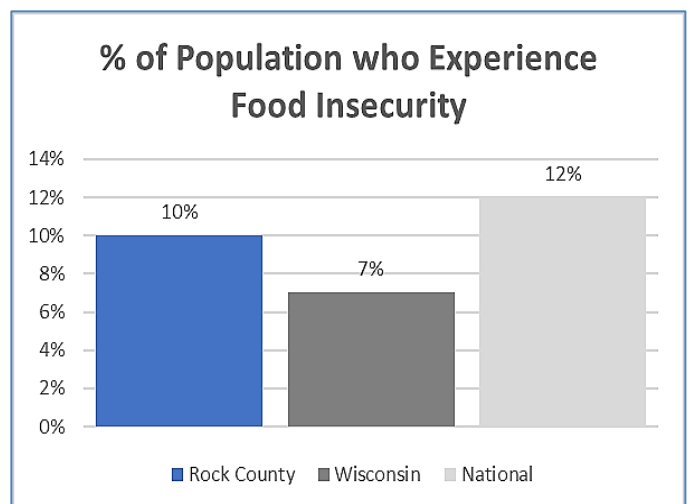
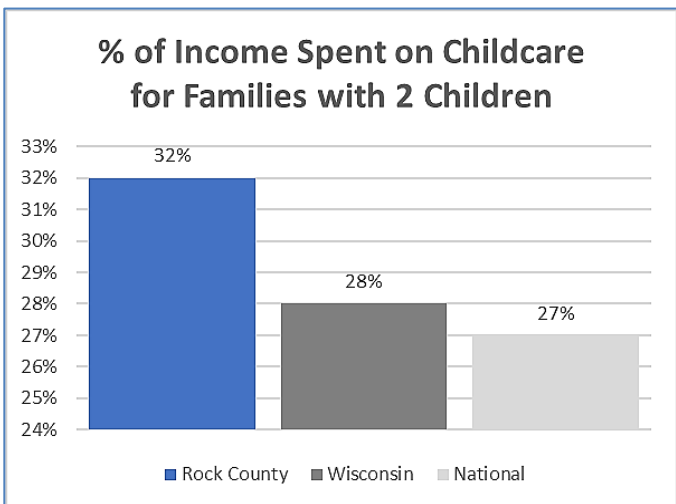
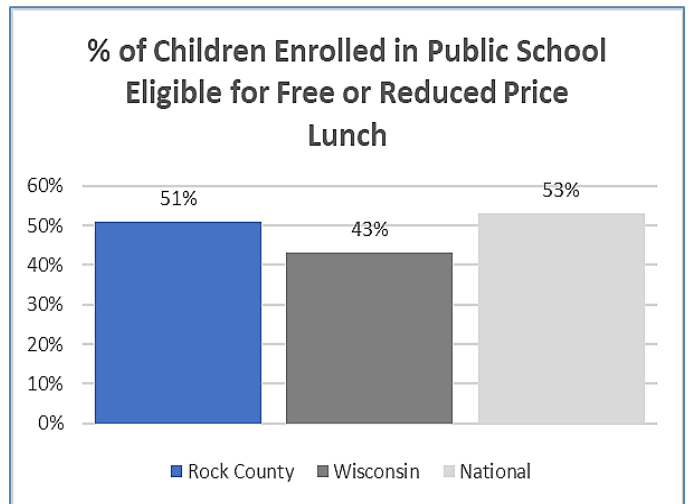
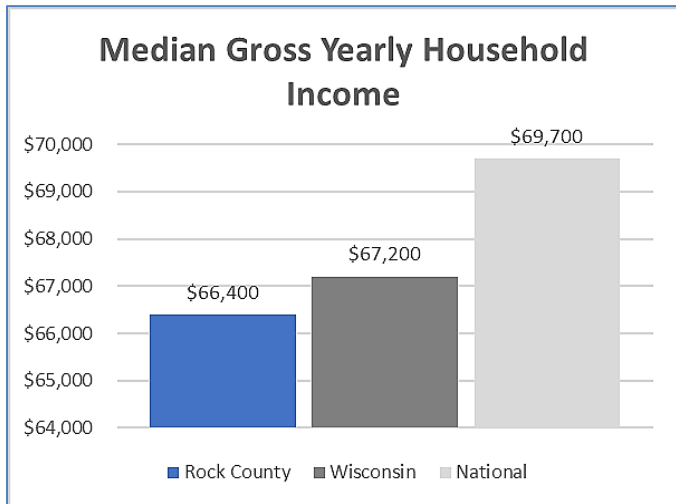
Unemployed individuals and their dependents experience worse health outcomes and higher mortality rates resulting from reduced access to health insurance, health care services, healthy food, and other necessities that contribute to a healthy lifestyle. The unemployment rate in Rock County (3.6%) has declined since 2020 (7.1%).



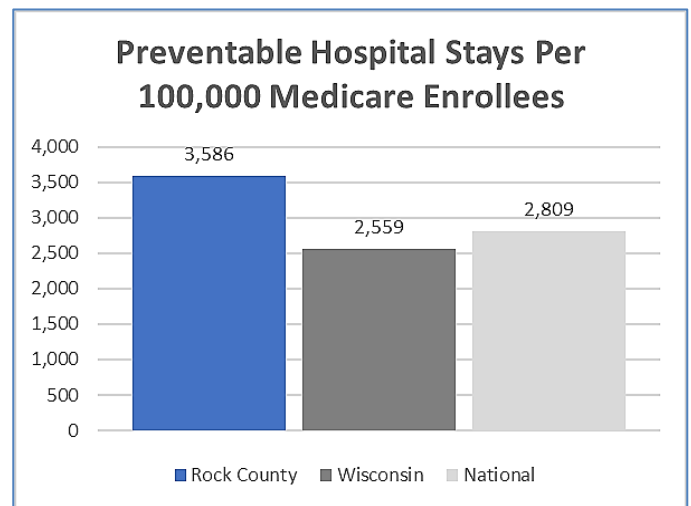
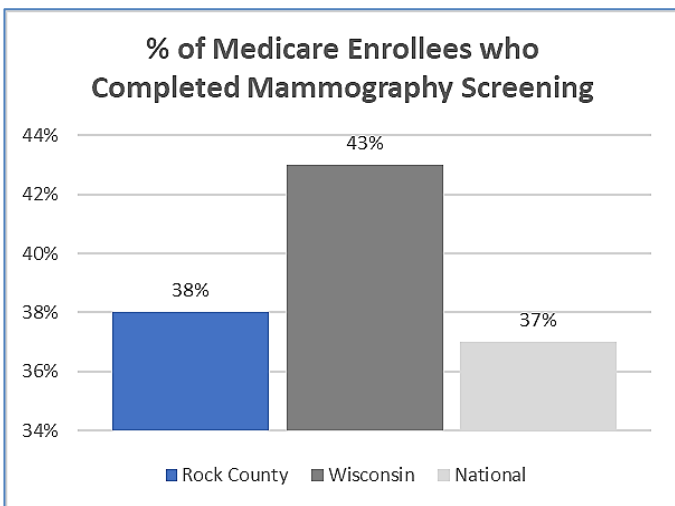
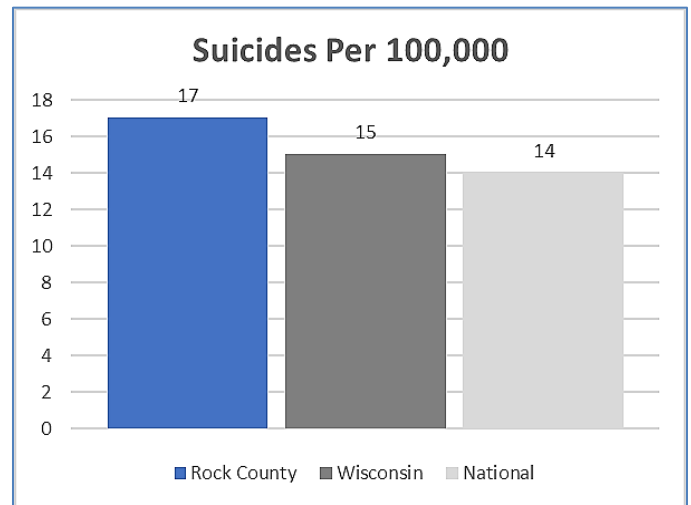
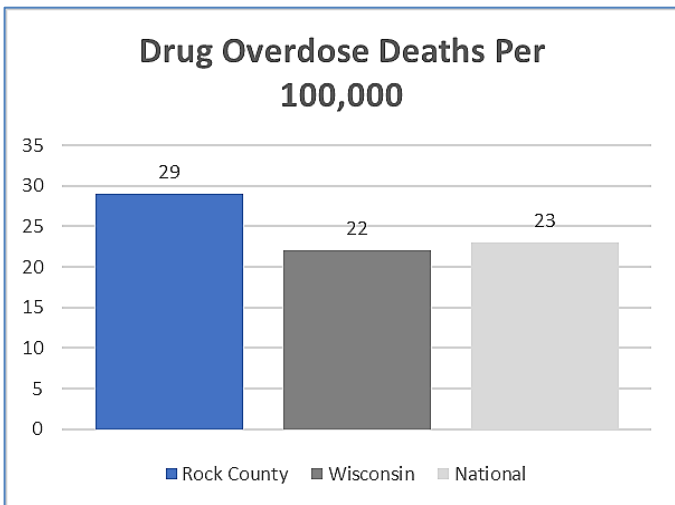
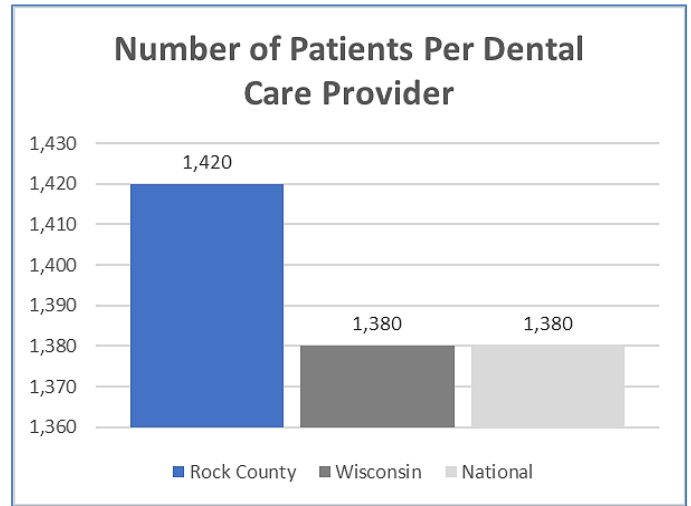
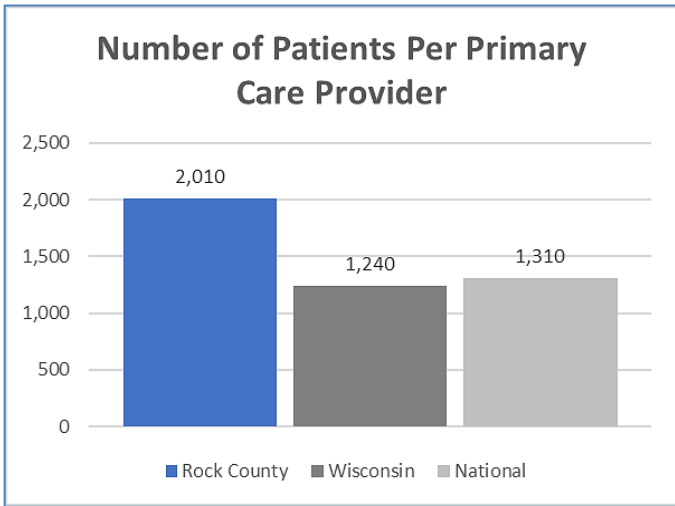
## Education

Educational attainment is linked to improved health outcomes and the likelihood of making healthy lifestyle choices. Educational attainment is also linked to higher salaries, more employment options, and the ability to earn a livable wage. Within Rock County, 8% of residents age 18 and over do not have a high school diploma and 51% do not have a college degree.

The University of Wisconsin Population Health Institute’s County Health Rankings & Roadmaps program collects and publishes data regarding socioeconomic barriers to health. The 2023 County Health Rankings report showed that Rock County performed worse than Wisconsin as a whole in the six socioeconomic domains reflected in the graphs below. Compared to Wisconsin, Rock County has a lower median income; a higher percentage of public school-enrolled children who receive free or reduced-price lunch; a higher percentage of income spent on childcare in two-child households; a higher percentage of the total population who experiences food insecurity; a higher percentage of low-income population with limited access to healthy foods; and a higher average air pollution particulate per cubic meter.



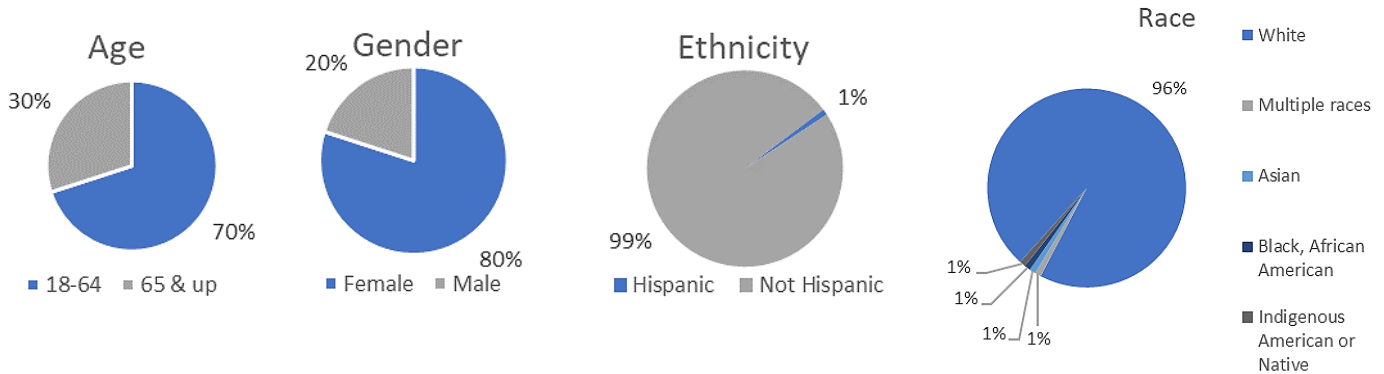
The 2023 County Health Rankings report showed that Rock County performed worse than Wisconsin in the following six health care domains. Compared to Wisconsin, Rock County has a higher patient-to-provider ratio for primary care and dental providers; experiences higher rates of drug overdose deaths and suicides; and, among the Medicare population, has lower rates of completed mammography screenings and higher rates of preventable hospitalizations.



# COMMUNITY SURVEY

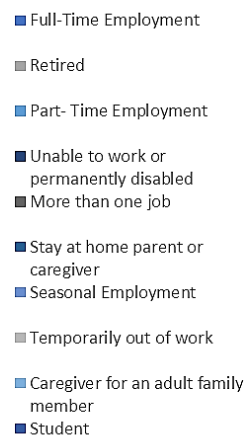
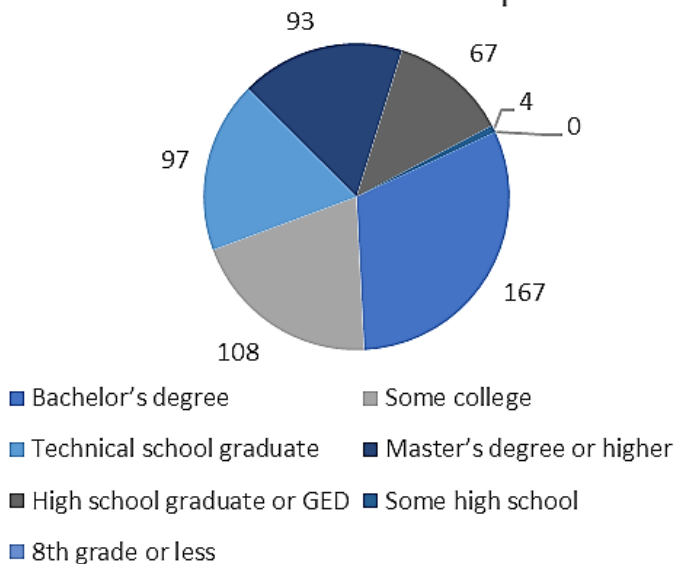
Survey respondents were asked about their demographics, health behaviors, social and economic indicators, and perspectives on community health needs. Although efforts were made to solicit input from underserved communities, survey responses were overwhelmingly from White, non-Hispanic females between the ages of 18 and 64.

## Respondent Demographics

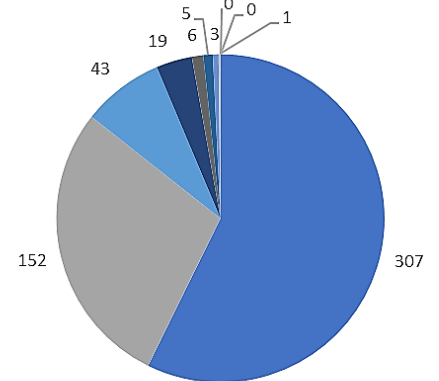


## Respondent Socioeconomic Characteristics

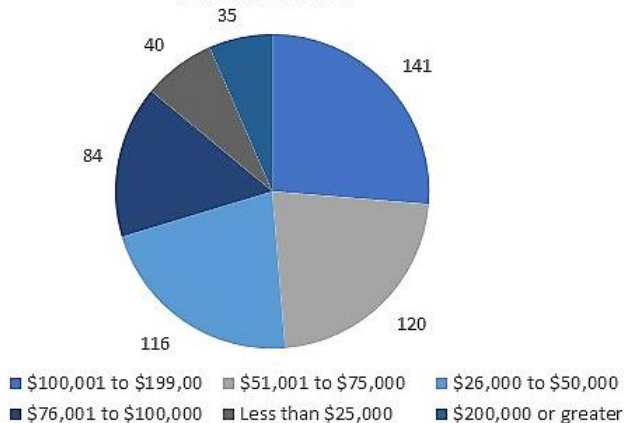
### Level of Education Completed



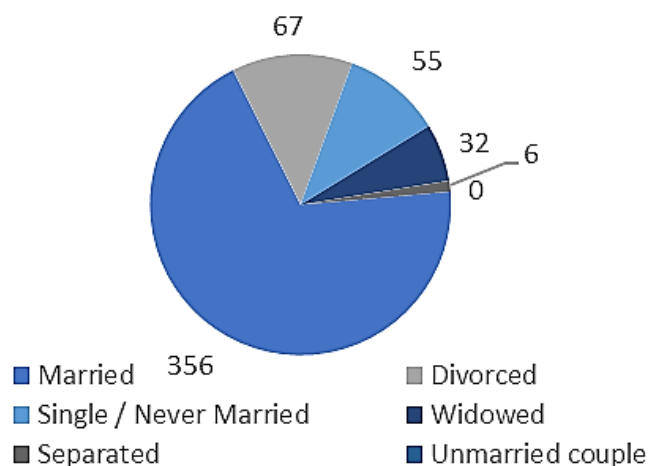
### Employment Status



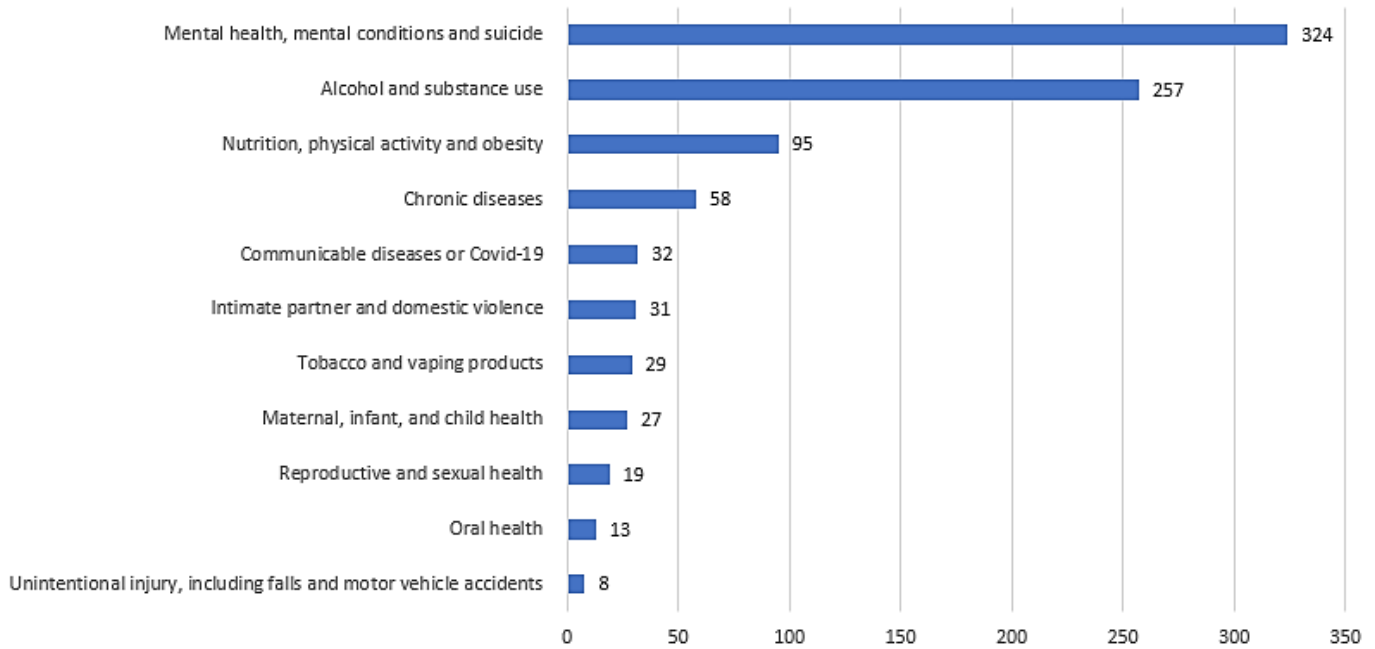
### Income Level



### Marital Status



## Health Behaviors That Should Be Addressed in Rock County



When respondents were asked which health behaviors should be addressed in Rock County, mental health, mental conditions, and suicide were most frequently identified. Among respondents who reported experiencing barriers to accessing mental health care in the past 12 months, the most commonly reported barriers were wait times, affordability, and inability to locate a provider. These echo concerns about affordability and lack of providers described by Community Conversation focus group participants in Rock County’s 2021 CHA.<sup>1</sup>

Although key informants did not identify substance abuse as one of the most important health needs in Rock County, alcohol and substance use was the second-most frequently identified health behavior that survey respondents felt should be addressed in Rock County. Of the 537 respondents, 219 (41%) reported consuming alcohol within the last 30 days. There is a well-established connection in the literature between excessive alcohol use and poor health outcomes including injuries, violence, liver disease, and cancer.<sup>2</sup> While respondents were not asked about the amount of alcohol consumed, according to County Health Rankings in 2020, 25% of Rock County adults reported binge or excessive drinking.<sup>3</sup>

The third-most frequently identified health need was nutrition, physical activity, and obesity. Of the 537 respondents, 132 (25%) reported that, within the last 12 months, they had worried they would run out of food and not have money to buy more, and 173 (32%) categorized their health as “fair or okay” or “bad or not well.” There are well-established connections between nutrition, physical activity, and overall health in the medical literature.<sup>4</sup>

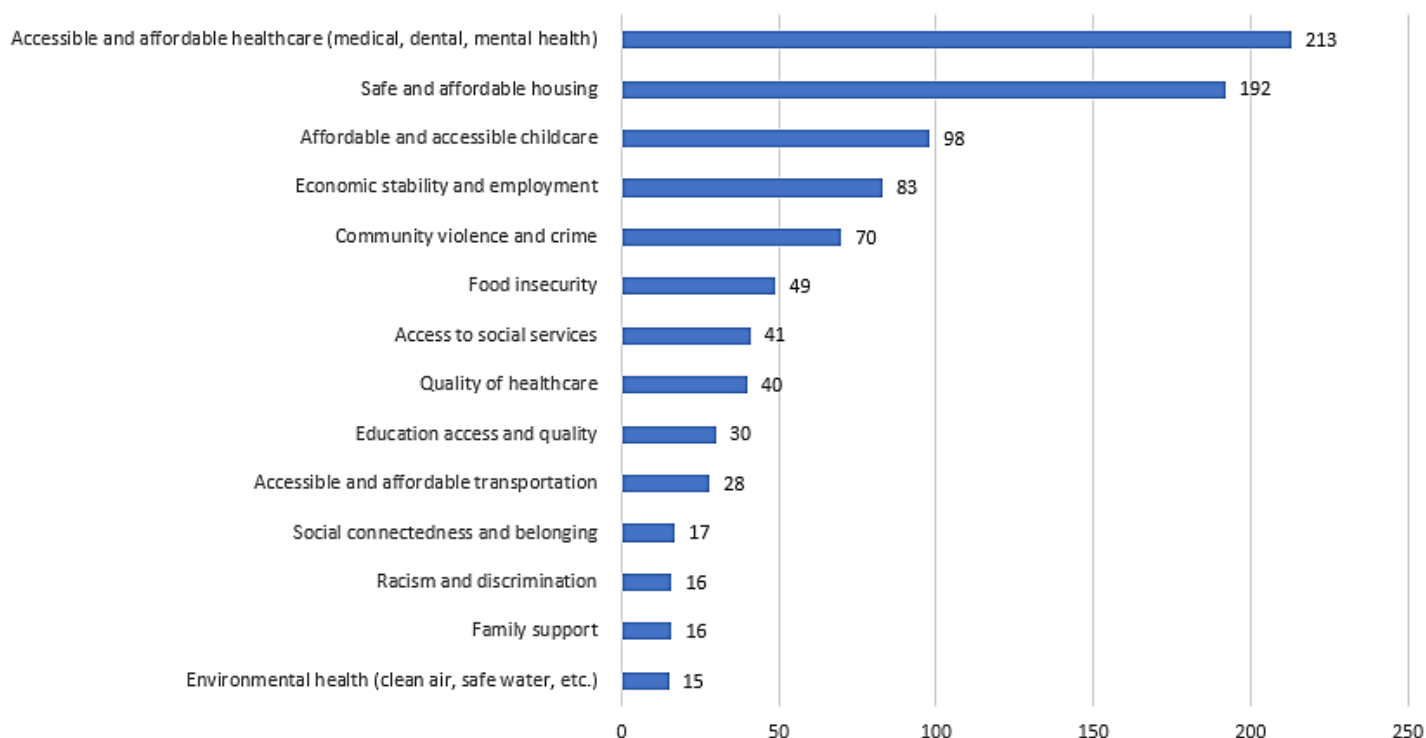
<sup>1</sup> HEAR. "Community Health Assessment." 2021, [www.co.rock.wi.us/home/showpublisheddocument/14843/63780700164767000](http://www.co.rock.wi.us/home/showpublisheddocument/14843/63780700164767000)

<sup>2</sup> CDC. "Alcohol Use and Your Health." 14 Apr. 2022, <https://www.cdc.gov/alcohol/fact-sheets/alcohol-use.htm>

<sup>3</sup> County Health Rankings. "Rock, WI." 2023, <https://www.countyhealthrankings.org/explore-health-rankings/wisconsin/rock?year=2023>

<sup>4</sup> CDC. "Healthy Weight, Nutrition, and Physical Activity." 2023, <https://www.cdc.gov/healthyweight/index.html>

## Socioeconomic Issues That Should Be Addressed in Rock County



When respondents were asked which socioeconomic issues should be addressed in Rock County, accessible and affordable health care was most frequently identified. Among respondents who reported experiencing barriers to accessing health care in the past 12 months, the most commonly reported barriers were wait times, affordability, and inability to locate a provider. Survey responses collected as part of Rock County’s 2021 CHA illustrated disparities in health care access: Black or African American respondents were three times more likely than White, Non-Hispanic respondents to report difficulties obtaining health care services, and Hispanic or Latinx respondents were nearly four times more likely than White, Non-Hispanic respondents to report difficulties obtaining health care services.<sup>5</sup>

Safe and affordable housing was the second-most frequently identified socioeconomic issue that respondents felt should be addressed in Rock County. Of the 537 respondents, 54 (10%) reported they “sometimes” or “never” have enough money meet their basic necessities, such as housing. According to the American Public Health Association, access to safe and affordable housing is linked to health outcomes in many ways.<sup>6</sup> For instance, poor quality housing may increase risk of exposure to carbon monoxide, lead, mold, and airborne illnesses. When many individuals share housing units intended for fewer people, overcrowding may contribute to stress and spread of infectious disease. People experiencing homelessness have high rates of chronic mental and physical health conditions, and experience barriers to medication adherence and follow through with recommended medical treatment.

The third-most frequently identified socioeconomic issue was childcare. Of the 537 respondents, 145 (27%) reported that they have children under the age of 18 living at home. Childcare is a significant expense for many working-class families. Additionally, lack of access to childcare may prevent caregivers from being able to attend their own routine health care visits.

<sup>5</sup> HEAR. "Community Health Assessment." 2021, [www.co.rock.wi.us/home/showpublisheddocument/14843/63780700164767000](http://www.co.rock.wi.us/home/showpublisheddocument/14843/63780700164767000)

<sup>6</sup> American Public Health Association. "Housing and Homelessness as a Public Health Issue." 2017, <https://apha.org/policies-and-advocacy/public-health-policy-statements/policy-database/2018/01/18/housing-and-homelessness-as-a-public-health-issue>

## KEY INFORMANT INTERVIEWS

During interviews, key informants were provided a list of possible health needs and asked to rank order the two most important health needs that should be addressed in Rock County. Below are the most frequently identified health needs and the existing community resources identified by interviewees with potential to help address the health need.

Health Need	Total Times Selected as #1 or #2	Resources Potentially Available to Address Health Need
Mental Health, Mental Conditions, and Suicide*	8	Local health systems (Mercyhealth, SSM Health, Beloit Health System; Edgerton Hospital and Health Services); behavioral health providers including Mercyhealth Behavioral Health; HealthNet; first responders; Lutheran Social Services; health insurance plans; Rock County Health Department; school districts; UW Whitewater; National Alliance on Mental Illness (NAMI) Rock County
Accessible and Affordable health care*	6	Local health systems; HealthNet; Beloit Area Community Health Center; Women, Infants, and Children (WIC); ECHO, Inc; Community Action, Inc; Rock County Human Services; Rock County Health Department; HEAR; businesses who purchase insurance; health insurance plans; school districts; shelters
Affordable Childcare	4	Federal government; state government; local school districts; YWCA; Head Start; community colleges; United Way; school districts; Forward Janesville; employers
Safe and Affordable Housing	4	Federal government; state government; Rock County; City of Janesville; City of Beloit; developers; neighborhood associations; local housing authorities; employers; business owners; Forward Janesville; landlords; agencies serving homeless populations including House of Mercy; school districts; local elected officials
Maternal, Infant, and Child Health*	3	Local health systems; childcare providers; school districts; Head Start; economic development; Rock County Health Department; WIC; local moms groups
Nutrition, Physical Activity, and Obesity	3	YMCA; YWCA; city governments; city Parks Departments; youth sports organizations; food pantries

*\*Priorities identified in Rock County Department of Public Health's 2022 CHIP*

### Key Takeaways

- **Mental Health:** Mental health was overwhelmingly identified as an area of concern. Populations most affected by mental health issues in Rock County are school-aged children, low-income families, minorities, and men of retirement age. Additional providers and coordinated referral services are needed.
- **Accessible and Affordable health care:** Access to care issues are greatest for minorities – including African Americans and immigrant populations – and low-income populations. Many sectors of the health care workforce in Rock County are not representative of these diverse communities – the community would benefit from investment in doulas, community health workers, and peer support specialists. There is a need for more health care services offering free or sliding scale services and later appointment hours to increase accessibility for patients who work during normal business hours.

- Affordable Childcare: The community needs additional childcare centers, higher salary paid to childcare center staff, and lower tuition costs to sustain the families of Rock County. Childcare should focus on early education, providing school readiness, structure, and emotional support to children.
- Safe and Affordable Housing: The end of the COVID-19 Public Health Emergency (PHE) has exacerbated a rental housing crisis. Additional multifamily, low-income, and mixed income buildings would help alleviate these issues but would require increased support from local government. There is also a need for additional low-barrier shelter options for residents experiencing homelessness.
- Maternal, Infant, and Child Health: There are persistent racial disparities in infant mortality in Rock County, particularly for African American infants. We need a coordinated approach to improve birth outcomes for all.
- Nutrition, Physical Activity, and Obesity: The community should expand educational programming about the benefits of nutrition and physical activity to school-aged children. There is a need to connect elderly residents and families to available free and low-cost meal options. Working families need to be educated about strategies for time management and prioritization of healthy eating and lifestyles.
- Cross-Sector Collaboration: The community needs to approach health care and resources as a team. In many cases, the resources for care exist but are not well known by all referral sources. A collaborative, coordinated approach to referrals will increase access to care for all residents.

## PRIORITIZATION OF SIGNIFICANT HEALTH NEEDS

The above findings were presented to the Mercyhealth Executive Council in April 2023. The Executive Council, which is comprised of Mercyhealth executive leaders, considered themes from secondary data in the Community Profile and primary data from the Community Survey, alongside qualitative findings from Key Informant Interviews and priorities identified in Rock County's CHA. The Executive Council acknowledges that some of the needs identified – such as housing and childcare – are significant needs; however, MHTC as a hospital lacks the expertise necessary to appropriately address these needs. Particular weight was given to issues where primary and secondary data aligned, as the Executive Council felt this indicated a convergence of perspectives and enhanced the accuracy of reported information. Particular weight was also given to comments from key informants who are known to represent the interests of diverse populations not represented among survey respondents.

The Executive Council identified the following areas as priorities for MHTC's 2023 CHNA:

1. Mental Health
2. Accessible and Affordable health care
3. Maternal, Infant, and Child Health

These priority areas broadly reflect identified challenges to accessing health care in the community served by MHTC; specifically, those barriers encountered by populations needing specialized services such as mental health and maternal health services. Accordingly, the Executive Council believes that the action items identified in the associated implementation strategy will maintain or improve the community's health status.

## EVALUATION OF ACTIONS TAKEN TO ADDRESS SIGNIFICANT 2020 HEALTH NEEDS

The COVID-19 pandemic created unprecedented challenges for hospitals, requiring rapid and significant changes in strategy and resource allocation. Throughout the pandemic, MHTC continued efforts toward the Implementation Strategy described in MHTC's 2020 CHNA – these actions are outlined below. Some of planned action items were not completed due to the strategy shifts and resource reallocations necessary to protect the health of staff, patients, and the community.

1. Improve the health of patients with mental health, substance abuse, and alcohol abuse issues through increased access to education and care

Since the start of the COVID-19 pandemic, Mercyhealth has maintained consistent mental health services throughout our community, providing more than 40,000 outpatient visits each year. Mercyhealth quickly transitioned outpatient services to telehealth early in 2020, and now offers telehealth services through a hybrid telehealth approach. The ongoing availability of telehealth has allowed Mercyhealth to continue providing services to patients who are unable to receive in-person services due to both pandemic-related factors and other barriers to access such as transportation and childcare.

MHTC continues to offer inpatient, hospital-based mental health and detoxification care. MHTC partners closely with Mercyhealth's outpatient behavioral health services in Rock County, which include adult day treatment for addictions, adult day treatment for mental health, child and adolescent day treatment, clinic-based addictions counseling, and clinic-based mental health counseling. Clinic-based mental health counseling is offered in Janesville, Beloit, and Evansville. Since 2020, Mercyhealth has added new school-based mental health programming in elementary, middle, and high schools in both Janesville and Milton.

MHTC is involved in a variety of community outreach and education programs related to mental health, substance abuse, and alcohol abuse issues. Outreach and educational activities include, but are not limited to:

- Staff from MHTC's behavioral health inpatient unit continued to provide education and training to MHTC medical staff
- Maintained a collaborative relationship with NAMI, which includes hosting and providing speakers for NAMI's Crisis Intervention Team and Crisis Intervention Partner training for law enforcement, community professionals, clergy, and the general public and co-sponsoring events
- Conducted educational events for staff at local day care centers related to anxiety in small children
- Began sending behavioral health staff to House of Mercy Homeless Center to assist with coordination of behavioral health assessments for residents
- EAP provides critical incident response services and education on critical incident response/stress debriefing to commercial workplaces in the community
- MHTC's behavioral health leadership attends and collaborates with law enforcement, area hospitals, NAMI, and Rock County Crisis in county-wide meetings

2. Improve the physical health of patients living in the primary service area

Mercyhealth prepares a monthly e-newsletter distributed to more than 10,000 community members with regular features related to improving health. Examples of recent articles include “Why You Should Care About Cholesterol” and “Shaking Off Sodium.”

MHTC co-sponsored more than 35 community events in 2021 and 2022 aimed at improving health in the community. Some examples include the Rock County Senior Fair, Rock County Community Baby Shower, and YMCA Janesville’s Healthy Kids Day. Three MHTC partners from MHTC OB and marketing are pictured (right) at the Rock County Community Baby Shower, where expectant and new mothers receive health information, a free gift bag of baby items and are entered into drawings for prizes.



MHTC supports Mercyhealth’s Sports Medicine Department in sponsoring athletic events and other programs that promote physical activity in Rock County. Between 2020 and 2023, Mercyhealth provided over 19,000 hours of athletic training services to Rock County high schools, colleges, and sports teams. With valuable contributions from Mercyhealth’s athletic training program, Janesville Craig High School was awarded the National Athletic Trainers Association Safe Sports School Award for taking additional steps to ensure the safety of student athletes.

Other services provided in Rock County during this time period include:

- Provided sports health and safety education to players, parents, and coaches for club sports
- Provided on-site physician coverage for Rock County school home games and events, including: Janesville Craig High School football, Janesville Park High School football, Janesville Jets hockey, Bluebirds Hockey, and WIAA Cross Country Conference Meets
- Assisted area high schools with WIAA skinfold testing to ensure safe participation in high school wrestling
- Provided pre-season Impact Testing and weekly yoga sessions for the Janesville Jets hockey team
- Offered CPR, AED, and First Aid certification courses for coaches at Milton High School and coaches, staff, and students at Beloit College
- Provided three training sessions led by occupational therapists and physicians to Janesville Fire Department regarding body mechanics and cardiovascular health
- Re-established the Driving Assessment program at Industrial Rehab in conjunction with Adaptive Driving
- Led a Lunch and Learn for a local workplace to educate the workforce about avoiding employee injuries, body mechanics, physical activity, and rehabilitation strategies

- Provided on-site occupational therapy services for large local employers with the goal of helping employers keep their workforce safe and healthy

3. Improve the long-term health of the community through chronic disease prevention

Mercyhealth’s monthly e-newsletter includes regular features related to chronic disease prevention. Examples of recent articles include “Heart Risks You Can Change” and “Grilling Tips to Reduce Cancer Risk.”

MHTC incorporates quality measures related to chronic disease prevention into its internal system dashboard, which is used as the basis for performance improvement efforts. Provider offices engage in a variety of efforts to ensure patients receive recommended preventive care education and screenings. Medicare Annual Wellness Visits (AWVs) are an important annual preventive care service covered by Medicare. During AWVs, patients review their preventive care plan for the coming year with their PCP. From 2020 to 2022, Mercyhealth conducted outreach to more than 44,000 patients who were due for Medicare AWVs. During this same time period, Mercyhealth contacted more than 4,900 patients who were due for mammograms. Mercyhealth also conducted outreach campaigns for colorectal cancer screening, lung cancer screening, and influenza immunization.

4. Provide job training and employment opportunities to disabled young adult community members



MHTC participates in Project SEARCH, a 10-month school-to-work transition program for students with disabilities that takes place entirely in the workplace. Project SEARCH students work in three internships supported by an onsite skills trainer and supervised by a Mercyhealth manager. The following MHTC departments are entering their fifth year of hosting Project SEARCH students: Food Services, Environmental Services, Sports Medicine, and Human Resources. Through participation in Project SEARCH, students acquire competitive and transferable job skills, as well as increased independence, confidence, and self-esteem.

Between 2020 and 2022, 24 students graduated from Project SEARCH at MHTC. Five of MHTC’s 2022 Project SEARCH interns are pictured (left). Of the eight students who graduated in 2022, five are currently employed at MHTC.

5. Respond to COVID-19 to effectively care for the needs of our community and to ensure up-to-date education and preparedness during a pandemic

The COVID-19 pandemic transformed daily activities for all MHTC providers and staff. Our Infection Prevention department stayed up to date with frequently changing recommendations from state and federal health officials, and worked closely with MHTC leadership to ensure new recommendations and requirements were

communicated effectively. Major areas of focus were appropriate personal protective equipment (PPE) use, enhanced cleaning, patient isolation practices, testing/vaccination processes, surge planning, and surveillance and reporting of communicable disease.

At the start of the COVID-19 pandemic, Mercyhealth began offering a range of services via telehealth. From March to May 2020, 48.4% of all appointments were completed via telehealth. Between 2020 and 2022, Mercyhealth completed 184,222 telehealth appointments across the system, accounting for 8.4% of overall visits.

When COVID-19 vaccines became available in December 2020, MHTC established employee vaccination points of distribution (PODs) and continued administering vaccinations at the PODs through 2022. The PODs were successful in increasing employee vaccination rates, and this success was driven by interdisciplinary collaboration between Infection Prevention, Pharmacy, Nursing, Marketing, and employees from a variety of backgrounds who volunteered their time.

MHTC also made COVID-19 vaccinations available to patients and community members as soon as possible. We promoted the availability of COVID-19 vaccinations through marketing campaigns and direct outreach to over 28,000 patients across the Mercyhealth system.

MHTC partnered extensively with Mercyhealth Emergency Medical Services (EMS) throughout the COVID-19 pandemic. For local EMS under medical direction, Mercyhealth EMS provided support including:

- New protocols regarding PPE
- Development of environmental control guidelines to limit crew exposure during transport of patients with COVID-19
- Created alternative medication protocols in response to widespread EMS medication shortages
- Offered COVID-19 vaccinations to EMS personnel

# APPENDIX A – COMMUNITY SURVEY QUESTIONNAIRE



## ROCK COUNTY COMMUNITY HEALTH SURVEY

### Demographics

1. Do you live in Rock County?

- Yes .....   
No .....

2. Do you work in Rock County?



- Yes .....   
No .....

→ AND Q1=No.

I'm sorry, you are not eligible for this survey. We are looking to collect data from those who live or work in Rock County and the surrounding area. Thank you for your time.

3. What is your age?

- 17 or Younger .....   
18-64 .....   
65 and Older .....

4. Which gender identity do you most identify with?

- Male .....   
Female .....   
Transgender Male .....   
Transgender Female .....   
Non-binary .....   
Prefer to Self-Describe \_\_\_\_\_

5. What is your race?

- White .....   
Black, African American .....   
Asian .....   
Native Hawaiian or Other Pacific Islander .....   
Indigenous American or Alaska Native .....   
Multiple races .....   
Prefer to Self-Describe \_\_\_\_\_

6. Are you Hispanic or Latino/Latinx?

- Yes .....   
No .....



ROCK COUNTY COMMUNITY HEALTH SURVEY

**Social and Economic Details**

7. Which of the following best describes your highest level of education completed?

- 8th grade or less .....
- Some high school.....
- High school graduate or GED.....
- Some college.....
- Technical school graduate .....
- Bachelor’s degree .....
- Master’s degree or higher .....

8. What is your annual household income before taxes?

- Less than \$25,000.....
- \$26,000 to \$50,000 .....
- \$51,001 to \$75,000 .....
- \$76,001 to \$100,000 .....
- \$100,001 to \$199,00 .....
- \$200,000 or greater .....

9. How many people live in your household?

- 1 .....
- 2 .....
- 3 .....
- 4 .....
- 5 or more .....

10. What is your current marital status?

- Single / Never Married .....
- Married.....
- Separated .....
- Divorced.....
- Widowed .....
- Member of an unmarried couple in the same home .

11. What is your living situation today?

- I have a steady place to live.....
- I have a place to live today, but I am worried about losing it in the future.....
- I do not have a steady place to live (I am temporarily staying with others, in a hotel, in a shelter, living outside on the street, on a beach, in a car, abandoned building, bus or train station, or in a park) .....

12. Who currently lives in your household, besides yourself? (Check all that apply)

- Spouse/Partner.....
- Parent(s)/In-law(s).....
- Grandparent(s).....
- Child(ren) Under 18.....
- Child(ren) 18 or Older.....
- Friend/Roommate(s).....
- Sibling(s).....
- Extended Family Member(s) Not Listed Above.....

13. How would you best describe your current employment status?

- Full-Time Employment.....  Stay at home parent or caregiver.....
- Part- Time Employment.....  Retired.....
- Seasonal Employment.....  Unable to work or permanently disabled.....
- More than one job.....  Temporarily out of work.....
- Caregiver for an adult family member.....  Student.....

14. My household has enough money to pay for our basic needs like food, clothing, and housing.

- Always.....
- Often.....
- Sometimes.....
- Never.....

15. Choose whether you agree or disagree with the following statements.

- |   | Agree                    | Disagree                 |
|---|--------------------------|--------------------------|
| I am able to pay all of my bills every month.....                             | <input type="checkbox"/> | <input type="checkbox"/> |
| If I was without income for 3 months I would be able to cover all my expenses | <input type="checkbox"/> | <input type="checkbox"/> |
| At the end of every month I am able to save money.....                        | <input type="checkbox"/> | <input type="checkbox"/> |
| Living in Rock County is affordable.....                                      | <input type="checkbox"/> | <input type="checkbox"/> |

16. In the last 12 months have you ever worried that you would run out of food before you had money to buy more?

- Always.....
- Often.....
- Sometimes.....
- Never.....

17. Where do you get most of your food?

- Grocery Store.....
- Convenience store or gas station.....
- Farmers Markets.....
- Food pantry.....

**ROCK COUNTY COMMUNITY HEALTH SURVEY**

**Access to Healthcare**

18. Which type of health insurance do you use to pay for your health care services?

- Insurance through an employer, either your own, or partner/spouse or parent .....
- Insurance through the Health Insurance Marketplace or Affordable Care Act .....
- Private insurance you pay for yourself .....
- Medicaid or All Kids .....
- Medicare only .....
- Medicare with supplement or Advantage Plan .....
- Indian Health Services .....
- Veteran's Administration .....
- You pay out of pocket, cash or self-pay .....

19. Below are some statements about health care services and providers (doctors, nurse practitioners, physician assistants or primary care clinics) in Rock County.

Select an option for your response in each row below.

		Yes	No	Not Sure	N/A
a.	I have a health care provider where I go for check-ups and when I am sick	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	I can get an appointment for my health needs quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	I can easily get to my health care provider or clinic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	I am heard, seen and listened to when receiving health care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	I am treated differently because of my race or ethnicity when receiving health care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	I am treated differently because of my gender when receiving health care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	I am treated differently because of my sexual orientation when receiving health care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	My family/support people are seen and listened to when I receive health care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	I am seen and listened to when my child/children are receiving health care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20. During the last 12 months have you been unable to get or fill a prescription because you could not afford it?

- Yes .....
- No .....

21. During the past 12 months have you encountered any of the following situations related to medical, dental, or mental health services. Please check all that apply.

		Medical	Dental	Mental Health
a.	I could not afford the cost of care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Provider would not take public aid	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	No Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	No transportation to appointments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Could not afford deductible or co-pay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Could not find a doctor / dentist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Could not find specialist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Long wait for appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	Did not have child care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	Language barrier, no interpreter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	Discriminated against by provider	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

22. In general, how would you describe your overall health?

- Bad or not well .....   
 Fair or okay .....   
 Good or average .....   
 Great or above average .....

23. Have you ever been tested for sexually transmitted infections, including HIV, the virus that causes AIDS? Do not count tests done if you donated blood.

- Yes .....   
 No .....

24. Have you ever been treated for sexually transmitted infections, including HIV, the virus that causes AIDS?

- Yes .....   
 No .....

25. In the past 30 days, have you used any of the following substances in a non-medical setting?

- Marijuana recreationally .....   
 Cocaine, Meth, or other street drugs .....   
 Heroin or other opioids .....   
 Alcohol .....

ROCK COUNTY AREA COMMUNITY HEALTH SURVEY

**Community Profile**

26. Below are some statements, please select an option for your response when thinking about Rock County.

		Yes	No	Not Sure	N/A
a.	There are quality health care services in my community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	There are affordable health care services in my community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Individuals in my community can access healthcare services regardless of race, gender, sexual orientation, immigration status, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	There are enough well-paying jobs available for those who are over 18 yr. old	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	There are enough jobs available for those who are under 18 years old	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	There are job trainings or employment resources for those who need them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Childcare (daycare/pre-school) resources are affordable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Childcare (daycare/pre-school) resources are available for those who need them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	The K-12 schools in my community are well funded	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	The K-12 schools in my community provide good quality education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	Our local university/community college provides quality education at an affordable cost	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l.	There are affordable places to live in my community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m.	Streets in my community are typically clean and buildings are well maintained	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n.	Public transportation is easy to use if I need it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

27. In the last 12 months, did you seek community resource support from an organization in Rock County? Examples include food pantries, support groups, energy assistance, pregnancy resources or housing assistance.

Yes .....  
 No .....

Not sure .....

28. What types of resources have you utilized?

- Food pantry .....
- Housing/Homelessness assistance .....
- LIHEAP or other utility assistance .....
- Pregnancy or sexual health resources .....
- Domestic violence resources .....
- Support groups for things like grief, cancer, substance abuse, or sexual assault .....
- Other (please explain below) .....

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29. How supported did you feel by the resources offered to you?

- Not at all supported .....
- Slightly supported .....
- Somewhat supported .....
- Very supported .....
- Extremely supported .....
- Not sure .....

30. What is the reason or reasons you answered the way you did?

- Finances .....
- Stigma related to needing help/disapproval .....
- Lack of knowledge of where to go .....
- Poor quality of care .....
- Inconvenient hours .....
- Other, please specify .....

31. During the past year has anyone made you afraid for your personal safety?

- Yes .....
- No .....
- Not sure .....

32. What relationship is this person or people to you? (Check all that apply.) Please remember, all your responses are strictly confidential.

- |  |  |
|--|--|
| Spouse ..... <input type="checkbox"/>                  | Brother or sister ..... <input type="checkbox"/> |
| Separated spouse ..... <input type="checkbox"/>        | Coworker ..... <input type="checkbox"/>          |
| Ex-spouse ..... <input type="checkbox"/>               | Friend ..... <input type="checkbox"/>            |
| Boyfriend or girlfriend ..... <input type="checkbox"/> | Acquaintance ..... <input type="checkbox"/>      |
| Parent ..... <input type="checkbox"/>                  | Stranger ..... <input type="checkbox"/>          |
| Child ..... <input type="checkbox"/>                   | Someone else ..... <input type="checkbox"/>      |



33. What are the **two largest social or economic issues** in our community that must be addressed in order to improve the quality of life of county residents?

- Access to social services .....
- Accessible and affordable healthcare (medical, dental, mental health) ...
- Accessible and affordable transportation .....
- Affordable and accessible childcare .....
- Community violence and crime .....
- Economic stability and employment .....
- Education access and quality .....
- Environmental health (clean air, safe water, etc.) .....
- Family support .....
- Food insecurity .....
- Quality of healthcare .....
- Racism and discrimination .....
- Safe and affordable housing .....
- Social connectedness and belonging .....
- Other, please specify .....
- Not sure .....
- Do not want to answer .....

34. What are the **two largest health conditions or behaviors** that must be addressed in order to improve the health of county residents? (Check up to two responses.)

- Alcohol and substance use .....
- Chronic diseases .....
- Communicable diseases or Covid-19 .....
- Intimate partner and domestic violence .....
- Maternal, infant, and child health .....
- Mental health, mental conditions and suicide .....
- Nutrition, physical activity and obesity .....
- Oral health .....
- Reproductive and sexual health .....
- Tobacco and vaping products .....
- Unintentional injury, including falls and motor vehicle accidents .....
- Other, please specify .....
- Not sure .....
- Do not want to answer .....

35. Please list any additional thoughts or comments you have about helping us improve the health of county residents.

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## APPENDIX B – KEY INFORMANT INTERVIEWS

The following is a list of individuals who were interviewed as key informants and a description of the populations served by the organizations they represent. Individuals representing the same organization were interviewed as a group.

<b>Key Informant</b>	<b>Title</b>	<b>Organization</b>	<b>Population Served</b>
Michelle Babilius	Director of School Health	School District of Beloit	Students – over 75% are low-income
Angie Bolson	CEO	YMCA of Northern Rock County	All
Heidi Deininger	Executive Director	YWCA Rock County	All, especially those in need of crisis services, children, and immigrants
Christine Gunn	Public Health Strategist/HEAR Coordinator	Rock County Department of Public Health	All residents of Rock County
Ian Hedges	Executive Director and CEO	HealthNet	Uninsured and underinsured individuals, large ethnic minority patient population
Mark Holzman	Superintendent	Janesville School District	Youth
Danica Keaton	Director of Development and Community Relations	Beloit Area Community Health Center	Uninsured and underinsured individuals, those with Medicaid
Moira LaFayette	Dean of Health Sciences	Blackhawk Technical College	College students
Niqi Linneman	Health, Wellness, and Mission Advancement Director	YMCA of Northern Rock County	All
Chad Pearson	Deputy Chief	Janesville Police Department	All
Julie Smith	Client Services Director	Kandu Industries	People with disabilities or disadvantages
Patty Slatter	President	NAMI Rock County	People impacted by mental health issues
Beth Tallon	Public Relations Manager	Community Action, Inc	All, especially those experiencing low socioeconomic status

The following questionnaire was used for key informant interviews.

**Key Informant Interview - Topic 1**

**SOCIAL DETERMINANTS OF HEALTH -- RANKINGS**

Social determinants of health are the conditions in the environment into which people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality of life outcomes and risks. **Rank order** the two most important social determinants of health that must be addressed in Rock County to improve the health and quality of life in our community:

- |   |  |
|---|--|
| _____ Access to Social Services                       | _____ Environmental Health (Clean Air, Safe Water, Etc.) |
| _____ Accessible and Affordable Healthcare            | _____ Family Support                                     |
| _____ Accessible and Affordable Transportation        | _____ Food Insecurity                                    |
| _____ Affordable Childcare                            | _____ Quality of Healthcare                              |
| _____ Community Violence and Crime                    | _____ Racism and Discrimination                          |
| _____ Economic Stability and Employment               | _____ Safe and Affordable Housing                        |
| _____ Education Access and Quality                    | _____ Social Connectedness and Belonging                 |
| _____ Other social determinant, please specify: _____ |  |

Please answer the following questions based on your #1 and #2 ranked Social Determinants of Health.

1. How has COVID-19 impacted this issue?
2. If the community rallied behind one major effort to radically improve this issue, what would that initiative be?
3. Which community stakeholders are critical to addressing this issue?

**Key Informant Interview - Topic 2**

**HEALTH CONDITIONS/BEHAVIORS -- RANKING**

Rank order the two most important **health conditions/behaviors** that must be addressed in the Rock County to improve the health and quality of life in our community:

- |  |   |
|--|---|
| _____ Alcohol and Substance Use                              | _____ Nutrition, Physical Activity, and Obesity           |
| _____ Chronic Diseases                                       | _____ Oral Health   |
| _____ Communicable Diseases/COVID-19                         | _____ Reproductive Health, Sexual Health, STIs            |
| _____ Intimate Partner/Domestic Violence                     | _____ Tobacco and Vaping Products                         |
| _____ Maternal, Infant, and Child Health                     | _____ Unintentional Injury (Falls, Motor Vehicle Crashes) |
| _____ Mental Health, Mental Conditions, Suicide              |   |
| _____ Other health condition/behavior, please specify: _____ |   |

Please answer the following questions based on your #1 and #2 ranked Health Conditions/Behaviors.

1. What populations in our communities are most affected by this issue? How are they affected?
2. What are the existing strategies to address the health issue – what is working well?
3. What additional strategies are needed to address this issue? What is keeping our community from doing what needs to be done to improve this issue?
4. Which community stakeholders are critical to addressing this issue?
5. If the community rallied behind one major effort to radically improve this issue, what would that initiative be?
6. What is one thing your organization needs now to address this issue?
7. How has COVID-19 affected this issue?

**Key Informant Interview - Topic 3**

How would you suggest organizations reach out to community members to implement health initiatives?

Do you have any additional comments you would like to share?