



AMITA Health Adventist Medical Center GlenOaks

Community Health Needs Assessment  
Implementation Strategy

2020-2022

## Executive Summary

AMITA Health Adventist Medical Center GlenOaks (AHAMCGO) and members of Impact DuPage, a collaborative of the DuPage County Health Department, local hospitals and community partners, worked together over 12 months to build this comprehensive Community Health Needs Assessment (CHNA) for DuPage County. Using the Mobilizing for Action through Planning and Partnerships (MAPP) model for the CHNA, Impact DuPage engaged diverse groups of community residents and stakeholders and gathered robust data from various perspectives about health status and health behaviors.

Together with our community stakeholders, we have identified the following prioritized health needs in our community:

**Behavioral Health**, including substance use disorders as well as mental health with a focus on prevention and treatment.

**Health Status Improvement**, building a person-centered model of healthcare that is efficient and effective, creates meaningful access to care for all and demonstratively improves health status.

**Affordable Housing**, developing affordable housing that meets the demographic profile of the county that is appropriate and safe for all residents no matter their economic status.

To be successful, AHAMCGO continued to partner with Impact DuPage to adopt shared and complimentary strategies and leverage resources to improve efficiencies and increase effectiveness for overall improvement. Data sharing across the local public health system was instrumental in developing the CHNA and will continue to be an important tool for establishing, measuring, and monitoring outcome objectives.

AHAMGO has developed an Implementation Strategy for the next three years that describes the programs we are undertaking to address these prioritized health needs in our community.

## Prioritized Health Needs

The following prioritized health needs will be addressed in the 2020-2022 implementation strategy:

- **Behavioral Health**
- **Health Status Improvement**

The following prioritized health needs will not be addressed in the 2020-2022 implementation strategy:

- **Affordable Housing**

While critically important to overall community health, for the area not chosen, there are service providers in the community better resourced to address these priorities. AMITA Health Adventist Medical Center GlenOaks will work collaboratively with these organizations as appropriate to ensure optimal service coordination and utilization. Additionally, the provision of the AMITA Health Community Resource Directory (Aunt Bertha) to our associates and physicians, will connect those in need to free or reduced cost services such as medical care, food, job training, transportation, housing, legal, and more.



This implementation strategy was approved by the Adventist Midwest Health Board on January 23, 2020. The collective monitoring, reporting progress and revising will ensure the plan remains relevant and effective.

## Our Hospital and Community

### AMITA Health

AMITA Health is an award-winning health system committed to delivering compassionate care to nearly 6.6 million residents in Chicago and its surrounding suburbs.

As a faith-based health system in the respective Catholic and Adventist traditions, AMITA Health is committed to delivering inclusive and compassionate care, communicating clearly with patients and their families, respecting the faith traditions of all people, and honoring the dignity of everyone we serve. When people come to AMITA Health, they can expect to receive the very best care — and to be treated like family.

In keeping with the faith-based traditions of its legacy health systems, AMITA Health treats the whole person, including the physical, emotional, mental and spiritual needs of the people it serves. The system continually works to identify and to address community health needs, with a special focus on serving the needs of the poor, vulnerable and marginalized. AMITA Health annually provides more than \$82 million in community health and transformation programs and \$48 million in financial assistance.

### AMITA Health Adventist Medical Center GlenOaks

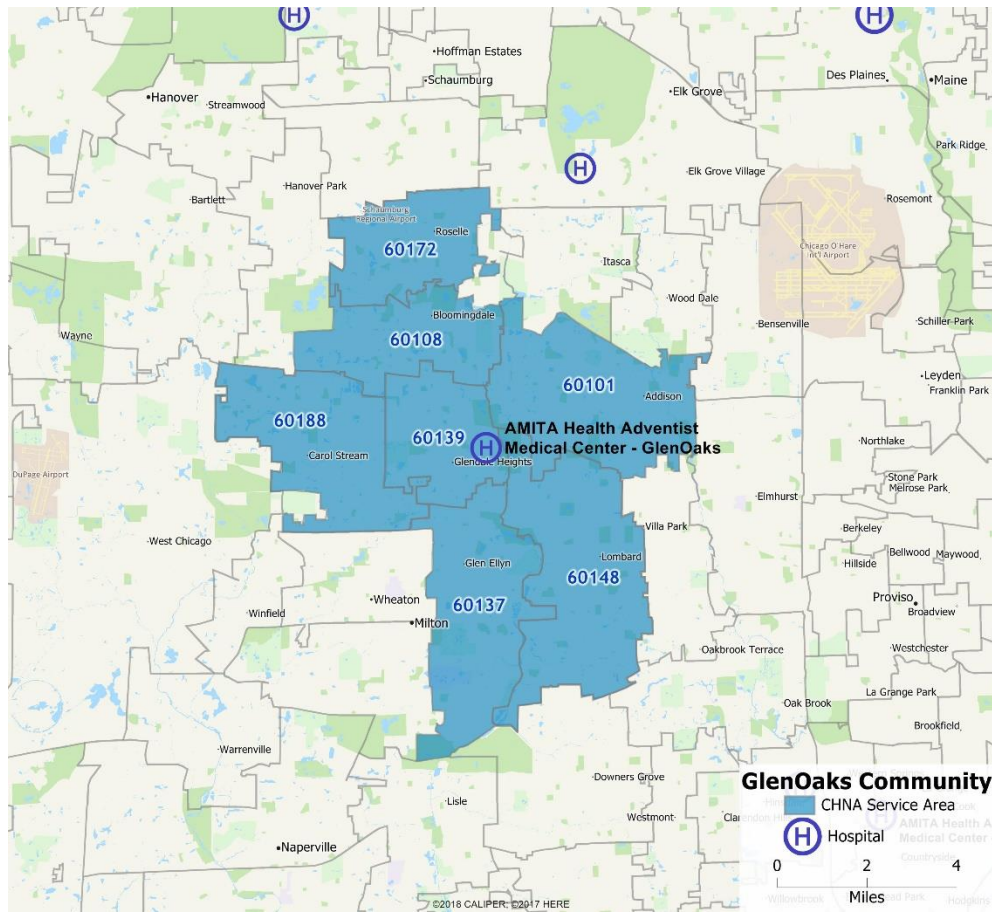
AMITA Health Adventist Medical Center GlenOaks is a 143- bed, full service medical facility that provides high-quality, compassionate and family-centered medical care to the 231,759 residents of Glendale Heights and the surrounding communities. AHAMCGO has earned a number of nationally recognized awards and safety grades including the Joint Commission Certified Primary Stroke Center designation and Blue Distinction Center (BDC) Designation for Maternity. It offers a Therapeutic Day School and Transition Program and Hepatitis C Clinic. It is also the only disproportionate share hospital in DuPage County.

### Impact DuPage

In 2018, AMITA Health Adventist Medical Center GlenOaks participated in the collaborative efforts organized by Impact DuPage to complete the assessments needed for the Community Health Needs Assessment (CHNA). The results of the assessment findings can be found at [impactdupage.org](http://impactdupage.org). The full CHNA report can be found at [amitahealth.org/about-us/community-benefit/](http://amitahealth.org/about-us/community-benefit/).

### AHAMCGO Community

The AHAMCGO community consists primarily of Hinsdale and the surrounding area. We define the AHAMCGO primary service area as the collection of ZIP codes where approximately 75% of hospital patients reside, and we focus our community health improvement on this service area. The majority of the service area resides in DuPage County.



## Prioritized Health Need: Behavioral Health

**Priority Overview:** Behavioral health continues to be a primary concern in DuPage County. Addressing behavioral health requires attention to substance use disorders as well as mental health. The recent CHNA also emphasized the need for prevention of substance use at an early age and the reduction of stigma surrounding behavioral health. Drug abuse and mental health issues were the top two concerns on the community survey during the last assessment.

**Goal:** Increase persons trained in the community on Mental Health First Aid (MHFA) to increase identification of those in a crisis and reduce stigma associated with mental health issues.

**Strategy: Mental Health First Aid**

In response to a demonstrated system and state-wide need of addressing barriers to accessing and utilizing mental health services, AMITA Health Adventist Medical Center GlenOaks and its community partners will implement an evidence-based program, Mental Health First Aid (MHFA), to reduce the stigma associated with mental illness and improve the coordination of mental health care. MHFA trains community residents and first responders to recognize, respond, and seek assistance for signs of mental illness and substance abuse.

**Anticipated Impact:** By December 2022, AMITA Health Adventist Medical Center GlenOaks and its community partners will have trained 200 persons in Mental Health First Aid.

**Next Steps:**

- Identify target audience for trainings with the AHAMCGO primary service area such as faith communities, first responders, law enforcement and youth providers.
- Plan annual calendar of trainings to be offered at AHAMGO through the local MHFA training consortium.
- Promote availability of training with target audiences.
- Collect standardized feedback on trainings.

## Prioritized Health Need: Health Status Improvement

**Priority Overview:** Data from the most recent CHNA indicated a need for continued focus on issues involving residents’ access to health and movement towards more positive health outcomes for DuPage residents. One of the social determinants of health closely associated with positive health outcomes in the availability of affordable, health foods.

**Goal:** Increase the availability of healthy foods within the low-income community.

**Strategy: Food Pantry Partnership**

Continue the support of two local food pantries, ICNA Relief and Neighborhood Family Food Pantries, that target low-income communities in the AHAMCGO service area. Refer AHAMCGO patients to these pantries using the AMITA Health Community Resource Directory (Aunt Bertha). Collaborate with the pantries on other health initiatives that can assist the pantry utilizers.

**Anticipated Impact:** By December 2022, a monthly average of 200 households will be provided with free healthy food options through our local food pantry partnerships.

**Next Steps:**

- Continue provision of program and tracking of outcomes
- Explore ways to expand program offerings or reach more persons in need

**Priority Overview:** Data from the most recent CHNA indicated a need for continued focus on issues involving residents’ access to health and movement towards more positive health outcomes for DuPage residents. Access to health care and health insurance especially for the low-income persons in the DuPage community continues to be an issue. Eighty-five percent of DuPage County reported having usual health care provider while a top “risky behavior” noted on the last assessment resident survey was not having health insurance.

**Goal:** Increase the number of persons insured using the Silver Access program.

**Strategy: Partnership with Access DuPage (DuPage Health Coalition)**

Through our partnership with Access DuPage, the Silver Access program, will continue to provide qualifying residents with a subsidy for their health insurance premium. The program enrolled 171 members in 2016, 480 members in 2017 and 583 members in 2018.

**Anticipated Impact:** By December 2022, the Silver Access Program will maintain an annual enrollment of over 575 persons in the DuPage County community.

**Next Steps:**

- Continue support of Access DuPage (DuPage Health Coalition) in their provision of the Silver Access Program
- Collaborate with Access DuPage to ensure program is set for success and reaching intended target communities
- Link Access DuPage to AMITA associates and physicians to ensure provision of patient referrals to the program

**Priority Overview:** Data from the most recent CHNA indicated a need for continued focus on issues involving residents’ access to health and movement towards more positive health outcomes for DuPage residents. Attention to chronic disease prevention and management is a key priority in improving health status.

**Goal:** Increase physical activity opportunities within the AHAMCGO primary service area for adults and children.

**Strategy: Partnership with FORWARD DuPage**

Through partnership with FORWARD DuPage, AHAMCGO will increase additional opportunities for children and adults to be physically active increased through community, work, school and early childhood programming. We will work with FORWARD DuPage to develop additional action plans for early childhood centers, schools and worksites in our primary service area.

**Anticipated Impact:** By December 2022, a minimum of four action plans will be developed in collaboration with FORWARD DuPage for the AHAMCGO primary service area.

**Next Steps:**

- Continue support of and collaboration with FORWARD DuPage in their development of community action plans for intended target communities
- Review outcomes on scheduled reported and assist in developing opportunities to reach additional persons in need



<p><b>Priority Overview:</b> Data from the most recent CHNA indicated a need for continued focus on issues involving residents’ access to health and movement towards more positive health outcomes for DuPage residents. Assisting patients and community members to programs and services that can improve their social determinants of health are needed.</p>
<p><b>Goal:</b> Increase patient and community members connection to services to reduce social determinants of health through the provision of the AMITA Health Community Resource Directory (Aunt Bertha).</p>
<p><b>Strategy: Aunt Bertha (Search &amp; Connect)</b></p> <p>Through this online directory, our associates and physicians as well as our community partners and the community-at-large, can search a vetted and updated catalog of free or reduced cost services such as medical care, food, job training, utility assistance, housing, transportation, legal services and more. This directory provides a need-based, customized list of services for patients and provides the hospitals with reports on the top needs of their patient population. The data provided by Aunt Bertha can be used to enhance, grow and target population health as well as community health initiatives.</p>
<p><b>Anticipated Impact:</b> By December 2022, 60% of patients in need will be directly referred to a local agency for assistance using the AMITA Health Community Resource Directory (Aunt Bertha).</p>
<p><b>Next Steps:</b></p> <ul style="list-style-type: none"> <li>• Add additional local community organizations relevant to the AHAMCGO patient population</li> <li>• Work with local community organizations on the ability for AHAMCGO to directly refer patients for services or programming</li> <li>• Increase internal users targeting associates and physicians</li> <li>• Implement a routine communication plan for internal and external users</li> <li>• Track outcomes and continuously look for areas of improvement to reach additional persons in need.</li> </ul>

<p><b>Priority Overview:</b> Data from the most recent CHNA indicated a need for continued focus on issues involving residents’ access to health and movement towards more positive health outcomes for DuPage residents. Assisting patients and community members to programs and services that can improve their social determinants of health are needed especially in community settings where vulnerable populations frequent such as libraries and churches.</p>
<p><b>Goal:</b> Increase community members connection to services to reduce social determinants of health through the provision of the AMITA Health Social Worker in a Library Program.</p>

**Strategy: Social Worker in a Library Program**

Because libraries are a community hub—a public space where the homeless, mentally ill, isolated elderly, and others can seek refuge from violence, adverse weather conditions, loneliness, and despair—these spaces have seen an increase in low socioeconomic patrons needing shelter and support. Furthermore, libraries are considered a safe place where people are welcome regardless of their race, gender, immigration status, or age. Across the nation, libraries are striving to identify innovative ways to respond to the needs of these patrons. The Social Worker in Library Program (SWIL) will embed a full-time, licensed clinical social worker (LCSW) at library to connect individuals who are experiencing homelessness, chronic unemployment, mental illness, and other complex needs with appropriate referrals and support utilizing the AMITA Health Community Resource Directory (Aunt Bertha). The LCSW will also build relationships with social service partners to ensure “warm hand off” for patrons, provide health workshops and trainings for library staff on general health topics, and facilitate community workshops and events for the public.

**Anticipated Impact:** By December 2022, 90% of individuals with an identified need will be referred to appropriate sources using the AMITA Health Community Resource Directory (Aunt Bertha).

**Next Steps:**

- Work with local library within the AHAMCGO service area to collaborate on program and create project team for implementation
- Implement an initial and routine communication plan for internal and external stakeholders
- Track and monitor client referrals and referral completion on Aunt Bertha and through client self-reporting
- Review outcomes and continuously look for areas of improvement to reach additional persons in need



## Publication

AMITA Health Adventist Medical Center GlenOaks will share this document with internal stakeholders including associates, volunteers and physicians. This Implementation Strategy is available at [amitahealth.org/about-us/community-benefit](http://amitahealth.org/about-us/community-benefit) and is also broadly distributed within our community to stakeholders including community leaders, government officials, and service organizations.

We welcome feedback on the Community Health Needs Assessment and this Implementation Strategy. Kindly send any feedback you have to the following address:

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