

Riverside Medical Center 2017 Update

Community Health Needs Assessment 2016-2018

Introduction

While the 2016-2018 Community Health Needs Assessment Plan is currently underway, there are key updates to these priorities as accomplished by Riverside Medical Center in 2017. To continue to make the community aware of Riverside's commitment, the following update document has been created and posted for review, to be used along with the full 2016-2018 Planning Document.

Six Prioritized Strategic Areas

The MAPP process used by the Partnership for a Healthy Community allowed the community partners to identify six areas of priority to improve residents' health. For reference, these are listed below in alphabetical order.

- I. Access to Care**
- II. Chronic Disease**
- III. Education and Employment**
- IV. Mental Health and Substance Abuse**
- V. Teen Pregnancy, Infant Mortality, and STDs**
- VI. Violence and Safety**

Access to Care update

- MyChart use: Riverside successfully implemented Epic systems in 2016. One key feature of Epic is MyChart, which allows patients web portal access to their health information. At the conclusion of 2017, Riverside MyChart users doubled the previous year at more than 17,000 and continues to grow steadily.
- Riverside Immediate Care Sites: Riverside continues to operate these services in Bourbonnais Wal-Mart, Dwight, Monee, Manhattan, Coal City, and Gilman and will look to add one more in 2018.
- Emergency Department reduced the median door to needle time for stroke patients by 28 minutes.
- The Emergency Department added a Provider in Triage to streamline efficiency of treating patients as quickly as possible with the right level of care.
- Riverside's EMS Department educated nearly every police officer in the county to administer the lifesaving drug of Naloxone to Opioid Overdose victims.

- Riverside accreditations: Riverside is the area's only Magnet-designated hospital, having been redesignated in 2016.
- Physician Recruitment: In total, Riverside Medical Group recruited and hired 31 new providers in primary and specialty care to increase ease and accessibility for healthcare in our community bringing the total group to over 140.
- Language Solutions System: Riverside implemented the LanguageLine Solutions system allowing each unit within the organization to have phone or tablet access to provides interpretation services for the patient populations in need.

Chronic Disease update

- Riverside Heart and Vascular Institute: Riverside added 14 members to the Team increasing its size to 37. Included are Dr. Yousuf, a dedicated onsite heart surgeon with the University of Chicago and Elizabeth Choung, PA.
- Riverside's Healthy Heroes program screened additional police officers, bringing the total screened so far to 200.
- Riverside's Heart Failure Clinic:
 - The number of patients participating in the Clinic increased by 60% over the prior year.
 - Added Heart Failure Clinic visits to Miller Healthcare patients.
 - Added a PA to give dedicated inpatient Heart Failure support
- Riverside's Neurosciences added an Neuro Hospitalist which increases access and continuity of care for the inpatient and outpatient settings.
- The Riverside Cancer Institute added a social work program to their services to help patients with counseling and healing beyond medical treatment.
- Pulmonary services were centralized and physically relocated near the Heart and Vascular Institute to reduce barriers for patients needed both services.
- Distinguished Hospital for Clinical Excellence™ by Healthgrades
 - Among the Top 5 percent of hospitals nationwide for clinical performance 5 times! 2012, 2014, 2015, 2016, 2017
- America's 100 Best Hospitals for Cardiac Care, two years in a row 2016-2017
- Outstanding Patient Experience Award which places Riverside in the top 10% in the nation for Outstanding Patient Experience
- Cardiac
 - Five-star recipient for Treatment of Heart Failure (2014-2107)
 - Five-star recipient for Treatment of Heart Attack
 - Five-star recipient for Valve Surgery
 - Five-star recipient for Defibrillator Procedures
 - Five-star recipient for Coronary Intervention Procedures
- Critical care
 - Five-star recipient for Treatment of Sepsis for 5 years in a row (2013-2017)\

- Five-star recipient for Treatment of Respiratory Failure for 8 years in a row (2010-2017)
- Five-star recipient for Treatment of Pulmonary Embolism for 3 years in a row (2015-2017)
- Pulmonary
 - Pulmonary Care Excellence Award
 - Five-star recipient for Treatment of Pneumonia for 3 years in a row (2014-2017)
- Orthopedic
 - Five-star recipient for Hip Fracture Treatment for 6 years in a row (2012-2017)
- Labor and Delivery
 - Five-star recipient for Vaginal Delivery for 2 years in a row (2016-2017)
 - Five-star recipient for C-Section Delivery for 3 years in a row (2015-2017)

Education and Employment update

- CHEE: At the conclusion of 2016, the funding for the office and staff for CHEE has ceased but the program it began in Kankakee Schools 111 has been adopted by the school district to continue to implement, connecting High School Education with college and career paths that lead to an employable workforce for local industry. While the vision to extend this program to additional school districts in the community has paused for now, the program's adoption by Kankakee District 111's leadership and staff is encouraging for continued progress.
- Riverside Employment Awards for 2017, pertinent to CHNA Implementation:
 - Riverside was named Illinois' Healthiest Employer.
 - Riverside Healthcare was named as one of the 100 Healthiest Workplaces in America by Healthiest Employers, LLC from over 5,000 applicant organizations for the fourth consecutive year.
 - Riverside has been named as one of the 150 Great Places to Work in Healthcare by Becker's Hospital Review since 2012.
 - Riverside Medical Center is the area's only Magnet designated Hospital. Magnet is the highest distinction recognizing healthcare organizations for quality patient care, nursing excellence and innovations in professional nursing practice. The American Nurses Credentialing Center (ANCC) has recognized only 448 Magnet-designated hospitals worldwide.

Mental Health and Substance Abuse

- Riverside opened the Centralized Intake Department to streamline access for patients to behavioral health services. The launch also condensed what had been multiple access numbers to one, simplifying access for all.
- Riverside successfully recruited two new child adolescent psychiatrists and one post-doctoral psychologist to the community.

- Riverside gave \$5,000 of support to the County's Sherriff's Department for purchase of Narcan, an overdose-reversal medicine being used by first responders to prevent the rising epidemic of opioid related overdose deaths.

Teen Pregnancy, Infant Mortality, STDs

- Pediatric Hospitalist program: Beginning in August 2016, Riverside Medical Center began 24/7 coverage with onsite U of C Pediatricians for children in the inpatient care setting, for births that have elevated risk, and for Emergency Department consults as needed.

Violence and Safety

- Riverside is currently represented on the Board of Harbor House by its Emergency Services Director, Kathy O'Grady.
- Sexual Assault/Human Trafficking: Riverside Medical Center posts human trafficking help signage in English and two other most common languages in inconspicuous locations with instructions on how to ask for help.
- Wait to Text: As a Level II Trauma Center, Riverside has a responsibility to the community we serve to provide trauma prevention activities. Texting and driving is a potentially preventable trauma patient. Riverside targeted the novice driving group because today's teenagers have literally grown up with their cell phones. Riverside's Emergency Preparedness Director attended the driver's education programs in area high schools to educate them through a lecture that contains videos, pictures, and facts to make the students stop and think before using their cell phones while driving. If the students at the end of the lecture state that they won't text and drive they get a parting gift of a thumb band that says "W8 2 txt".
- Parent Education: The programs listed in the initial plan were completed in 2016.

Conclusion:

Questions regarding this document, the included updates, and any additional items related to Riverside's commitment to the Community's Health Needs can be directed to the Vice President of Institutional Advancement at 815-935-7502.