

Riverside's Community Health Needs Assessment Implementation Plan 2019-2021



PRIORITY #1: ACCESS TO CARE

Prevention and Primary Care

Riverside will increase access to care in the community by actively recruiting primary and specialty care providers to the 150-member Riverside Medical Group, educate and encourage preventative services for patients, and leverage technology through tools like MyChart and video visits to enhance patient/ doctor communication and accessibility.

Social Determinants

Consistent with the Democracy Collaborative's Anchor Mission Playbook, Riverside will continue to measure and improve its positive impact through local sourcing, local hiring, and place-based investing. Further, we will convene and collaborate with other similarly-minded, local anchor institutions to share best practices and encourage similar benefit to the community by others.

Chronic Disease

As the region's leader in services treating the most prolific chronic diseases, Riverside will further support the area's largest multi-disciplinary cardiovascular team with a multi-million-dollar catheterization lab investment and continued expansion of our Heart Failure Clinic, with expanded community education, screenings, promotion, and accessibility of our Oncology Services, and with the ongoing commitment to stroke prevention and care from our neurologists and neurosurgeons. Also, Riverside will continue to lead the community in diabetes education, treatment, and prevention efforts and with programs that encourage healthy lifestyles and reduce obesity in children and adults.

PRIORITY #2: BEHAVIORAL HEALTH

Substance Use

Riverside will continue as a leader in securing grant funding for substance abuse initiatives. In collaboration with community partners, Riverside will establish education programs for the prevention of drug use and abuse across the lifespan and will improve access to community-based substance abuse services by initiating the provision of opioid treatment clinics and growing existing

programs that assist residents and patients in reducing and eliminating dependence.

Mental Health

Riverside is committed to making Mental Health services more accessible to the community. With the recent launch of a Centralized Intake process for all Behavioral Health Services, Riverside will provide screening, assessment, and referral services to the community linking residents with the appropriate type of treatment and level of care. Riverside will increase the availability of services through continued investment in the recruitment and retention of mental health providers and growth across the full continuum of high-quality inpatient and outpatient services for mental health. To address the increased demand for services caused by readmissions, non-compliance, readmissions, and medication problems, Riverside will employ a discharge planning and aftercare initiative to assist patients in maintaining functioning and sustaining after-treatment gains.

Trauma Awareness and Prevention

Riverside will continue to provide trauma-informed care to children and adolescents and will extend this model to adult services. Riverside will invest in resources to enhance our ability to care for those who have experienced trauma while working collaboratively with local social services organizations to prevent future events. We will partner with community providers and first responders to address their staff education and training needs to improve trauma-sensitive interventions. We will build upon current services which include a SANE-trained nurse in the Emergency Department, active counseling services, and screening questions during well-check exams.

PRIORITY #3: EMPLOYMENT AND EDUCATION

Job Skill

As the region's largest employer, Riverside will invest in job skill training for employees via internal programs and through philanthropic and organizational scholarships for formal education and certifications.

Employability

Riverside will continually align our orientation and job-training to improve the service level of all staff for the betterment of our patients and as an investment in the local workforce.

Career Ladder

Riverside will work collaboratively with local K-12 education and higher education institutions to promote and coordinate practical, dynamic career ladders. As an example, Riverside launched a specific program with Kankakee Community College to advance current entry level employees to CNAs. Further, because of partnerships already in place, Riverside employees benefit from tuition discounts at many area colleges.

CONCLUSION

It should be noted that Riverside Healthcare's broad support of the Community's Health Needs occurs every day as we pursue our mission. While we will give focus to the three prioritized areas identified by this process, Riverside will further support the community's health with the following major areas of support:

- 1.** Annual Community Benefit, which in 2017 totaled more than \$51 million
- 2.** Riverside's funding of and leadership for the CHNA and its Action Teams
- 3.** Riverside's commitment to quality care, which regularly results in national recognition and benefits every patient through every service.

Priority Issue: ACCESS TO CARE



Goal: Riverside will increase access to care in the community by actively recruiting primary and specialty care providers to the 150-member Riverside Medical Group, educate and encourage preventative services for patients, and leverage technology through tools like MyChart and video visits to enhance patient/doctor communication and accessibility.

STRATEGY #1: **Prevention & Primary Care (Human Resources)**

Objective: In each of the next three years, Riverside Physician Recruitment will recruit an average of 30 new providers to the Riverside Medical Group.

STRATEGY: **MyChart**

Objective: Increase active patient users of MyChart each of the next three years.

Goal: Consistent with the Democracy Collaborative's Anchor Mission Playbook, Riverside will continue to measure and improve its positive impact through local sourcing, local hiring, and place-based investing. Further, we will convene and collaborate with other similarly-minded, local anchor institutions to share best practices and encourage similar benefit to the community by others.

STRATEGY #2: **Social Determinants (Institutional Advancement)**

Objective: Identify other local anchor institutions and convene at least two times annually to share best practices and align efforts.

Goal: As the region's leader in services treating the most prolific chronic diseases, Riverside will further support the area's largest multi-disciplinary cardiovascular team with a multi-million-dollar catheterization lab investment and continued expansion of our Heart Failure Clinic, with expanded community education, screenings, promotions, and accessibility of our Oncology Services, and with the commitment to stroke prevention and care from our neurologists and neurosurgeons. Also, Riverside will continue to lead the community in diabetes education, treatment, and prevention efforts and with programs that encourage healthy lifestyles and reduce obesity in children and adults.

STRATEGY #3: **Chronic Diseases (Heart and Vascular Institute)**

Objective: Operationalize 4 interventional suites by August 2019 to provide service to cardiovascular patients requiring interventional procedures.

STRATEGY: **Chronic Disease (Oncology)**

Objective: Each year, Riverside will utilize the Oncology Nurse Navigator and Breast Health Navigator to provide monthly outreach activities for cancer screening and education.

Riverside will utilize Health Currents videos and other web-based communication techniques to provide cancer prevention/screening education and promote the Riverside Cancer Institute services.

Utilize Oncology Dietitian and Social Worker to provide educational presentation(s) on nutrition, advanced directives, and financial support activities to those undergoing cancer- treatment to community annually.

STRATEGY: **Chronic Diseases (Neurosciences)**

Objective: Riverside Neurosciences will hold an annual community speaking event (3 events), educating the listeners on the effects of stroke, major risk factors, primary prevention and stroke intervention.

Riverside Medical Center will continue its long-term success by providing the region with exceptional stroke care aimed at optimizing patient outcomes and continued focus on process improvement. This will be established through the organization's maintenance of DNV-GL Primary Stroke Center Certification throughout the 2019-2021 period.

Continue providing diabetes outreach to schools in the community and reach one new school each year for 2019,

2020, and 2021. (By year end 2018, 10 schools were provided interactive workshops for staff and paraprofessionals.)

Provide community diabetes and nutrition outreach presentations at least three times per year in three different locations. Continue providing Diabetes Support Group to the community, six sessions annually.

Provide diabetes education services to 1-2 underserved areas in 2019-2021.

Priority Issue: BEHAVIORAL HEALTH



Goal: Riverside will continue as leader in securing grant funding for substance abuse initiatives. In collaboration with community partners, Riverside will establish education programs for the prevention of drug use and abuse across the lifespan and will improve access to community-based substance abuse services by initiating the provisions of opioid treatment clinics and growing existing programs that assist residents and patients in reducing and eliminating dependence.

STRATEGY #1: **Substance Abuse (Grant Administration)**

Objective: Use strategic planning tools and regional partnerships, Riverside will advance prevention, intervention and treatment strategies through federal, state and regional grant funding.

Advance community education and training opportunities that decrease county opioid deaths.

Riverside will reduce opioid abuse by advancing medication prescribing protocols, community education and creating safe disposal locations for non-used prescription drugs.

Goal: Riverside is committed to making Mental Health services more accessible to the community. With the recent launch of a Centralized Intake process for all Behavioral Health Services, Riverside will provide screening, assessment and referral services to the community linking residents with the appropriate type of treatment and level of care. Riverside will increase the availability of services through continued investment in the recruitment and retention of mental health providers and growth across the full continuum of high-quality inpatient and outpatient services for mental health. To address the increased demand for services caused by readmissions, non-compliance, readmission and medication problem, Riverside will employ a discharge planning and aftercare initiative to assist patients in maintaining functioning and sustaining after-treatment gains.

STRATEGY #2 **Mental Health (Behavioral Health)**

Objective: Riverside will improve access to services through streamlining the screening, linkage and admission process.

Riverside will increase community mental health services by 5%.

Riverside will develop and implement an aftercare initiative to decrease behavioral health re-admission rates.

STRATEGY #3: **Trauma Awareness and Prevention (Emergency Department)**

Objective: 100% prescribing of Narcotics by E-Scripts by Q2 of 2019.

Implement an Expedited Partner program for STD patients by end of the year 2019.

Promote injury prevention through education of distracted driving and pre-prom education classes to 7 schools per year.

Promote awareness of the risk of sexual assault and human trafficking in the community.

Prepare a well-developed highly educated staff to address the emergency needs of the community through external and internal training

STRATEGY: **Trauma Awareness and Prevention (Behavioral Health)**

Objectives: Riverside will promote trauma informed care in the community.

Priority Issue: EMPLOYMENT AND EDUCATION



Goal: As the region's largest employer, Riverside will invest in job skill training for employees via internal programs and through philanthropic and organizational scholarships for formal education and certifications.

STRATEGY #1: **Job Skill (Foundation)**

Objectives: Offer at least \$150,000 over the next three years in Foundation scholarship support for Riverside employees pursuing formal education and certifications.

Goal: Riverside will continually align our orientation and job-training to improve the service level of all staff for the betterment of our patients and as an investment in the local workforce.

STRATEGY #2: **Employability (Orientation Onboarding)**

Objectives: Develop and implement structured orientation and onboarding for high turnover areas within senior life corporation that improve employee engagement and resident satisfaction by Quarter 2 2019 and are a recruitment driver.

Implement revenue cycle training and career pathways that improve onboarding for entry-level, first impressions of service and access for scheduling and registration employees in inpatient and outpatient areas of health system that improves engagement, creates a retention pathway as skills are attained, and improves and sustains top decile patient experience results for ED, inpatient and RMG patient satisfaction surveys with full deployment by August 2019 for new and incumbent staff.

Goal: Riverside will work collaboratively with local K-12 education and higher education institutions to promote and coordinate practical, dynamic career ladders. As an example, Riverside launched a specific program with Kankakee Community College to advance current entry level employees to CNAs. Further, because of partnerships already in place, Riverside employees benefit from tuition discounts at many area colleges.

STRATEGY #3: **Career Ladder (Human Resources)**

Objectives: Identify three local employers to develop apprenticeship and job shadowing programs by the end of 2021.