

Riverside Medical Center 2018 Update

Community Health Needs Assessment 2016-2018

Introduction

The 2018 update that follows was the third and final year of the 2016-2018 Community Health Needs Assessment Plan. Riverside's website (www.Riversidehealthcare.org) displays the full 2016-2018 Community Health Needs Assessment, the associated individual assessments that informed the plan, and Riverside Medical Center's Implementation plan.

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

- Riverside launched the Riverside Orthopedic Specialists group and recruited five new orthopedic surgeons to the community to increase access to quality orthopedic care.
- Riverside on-boarded key physicians to the community. The list includes: 5 for orthopedics, 1 for endocrinology, 1 pediatrician, 1 electrophysiologist, 1 family medicine, 1 pulmonologist, 2 cardiologists, and 1 urologist.
- Riverside on-boarded 4 Advanced Practice Providers
- Riverside Immediate Care Sites: Riverside added sites in Watseka and Bradley Meijer and continues to operate in Bourbonnais Wal-Mart, Dwight, Monee, Manhattan, Coal City, and Gilman.
- Riverside Medical Group saw a 14% increase in the number of new patient visits for primary care.
- Riverside built and launched a new website on an updated platform, improving access on mobile and tablet devices, adding information, easing navigability by users, and expanding medical information and scheduling services for patients.
- Riverside added pediatric outpatient therapy services to the community.

- In 2016, Riverside added Epic systems as the electronic medical record for all patients. In 2018, use of MyChart, the Epic patient access portal, increased from 16,000 to over 25,000 community members, adding features such as open scheduling and video visits.
- Riverside accreditations:
 - Riverside is the area's only Magnet-designated hospital, having been re-designated in 2016.
 - Riverside received Heart Failure Accreditation from American College of Cardiology
 - Riverside received Chest Pain Accreditation from American College of Cardiology
 - Riverside received Primary Stroke Center Certification from DNVGL and IDPH
 - Riverside received Emergency Department Accreditation for Pediatrics (EDAP)

Chronic Disease update

- The Riverside Cancer Institute added a Nurse Navigator to guide patients through the journey of treatment and recovery.
- To better accommodate patients and provide additional comfort in this market, the Riverside Cancer Institute installed a new wide-bore CT Simulator in Radiation Oncology.
- Riverside Heart and Vascular Institute: Riverside continues to offer the only open heart surgery program in the community.
- Riverside's Heart Failure Clinic increased the number of patients seen by 18% from the prior year with additional staffing, more hours of availability, and a focus on efficiency.
- At Miller Healthcare, heart failure visits increased by 70% over the prior year.
- Riverside's Healthy Heroes program continued the complimentary screening of community police officers.
- For 2018, Riverside received some significant quality recognitions, which are key investments Riverside makes to provide the highest level of care to all, and benefits those with chronic diseases. Below is a highlight of the pertinent quality recognitions:
 - Riverside was named for the 9th time as an IBM Watson Health 100 Top Hospital.
 - Riverside has achieved a Leapfrog A rating for the past 8 consecutive cycles
 - Healthgrades named Riverside to its 100 Best Hospitals (a new award for Healthgrades)
 - Healthgrades' America's 100 Best Hospitals for Cardiac Care - Two years in a row
- Service Line specific quality awards from Healthgrades:
 - Cardiac
 - Cardiac Care Excellence Award
 - Five-star recipient for Treatment of Heart Failure

- Five-star recipient for Treatment of Heart Attack
- Five-star recipient for Valve Surgery
- Five-star recipient for Cardiac Interventional Procedures
- Critical care
 - Pulmonary Care Excellence Award
 - Five-star recipient for Treatment of Sepsis for 6 years in a row
 - Five-star recipient for Treatment of Respiratory Failure for 9 years in a row
 - Five-star recipient for Treatment of Pneumonia for 4 years in a row
 - Five-star recipient for Treatment of Pulmonary Embolism for 4 years in a row
- Neurosciences
 - Five-star recipient for Treatment of Stroke for 8 years in a row (2010-2018)

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 2018, pertinent to CHNA Implementation:
 - Riverside was named Illinois Healthiest Employer in 2018 and to the Nation's 100 Healthiest Employers for the fourth year in a row. Overall, Riverside was named 18th in the Nation by Healthiest Employers.
 - 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 by The American Nurses Credentialing Center (ANCC).
 - Riverside Healthcare was named to Forbes' 2018 America's Best Midsize Employers list for all industries – one of 55 healthcare employers in the US.

Mental Health and Substance Abuse

- In 2018 Riverside coordinated Mental Health First Aid Project with community athletic coaches.
- Riverside launched a Behavioral Health Access Initiative to expand access.
- Riverside successfully recruited two additional psychiatrists, one adult inpatient hospitalist and an outpatient child and adolescent psychiatrist.
- Riverside again 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 and continuing still, 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.

Conclusion:

In 2018, Riverside Healthcare supported the communities we serve with \$57.1 million in total community benefit. Categories of support include: Subsidized health services, Uncompensated care, Government sponsored indigent care, Charity care, Volunteer services, Education, Donations, Language assistance services and other support. This 2018 update indicates those major activities and initiatives Riverside undertook which add to the activities, investments and initiatives of the previous two years, making up the three years of the CHNA plan term.

Questions:

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.