

# Riverside's Community Health Needs Assessment Implementation Plan 2022-2024



## **PRIORITY #1: HEALTH AND WELLNESS**

### **Prevention and Primary Care**

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

### **Social Determinants**

Riverside will continue to improve its positive impact through local sourcing which includes development and funding of health career ladders, by hiring locally when possible, and with place-based investing. We will continue to meet the needs of the community and region by resourcing the county's only clinic-based Rx Food Pantry and through providing the Rx Mobile Food Pantry monthly to the community. In partnership with the Northern Illinois Food Bank, Riverside will explore additional sites in our service area to offer this healthy resource.

### **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 and most advanced technology including cardiac catheterization labs. In 2022 we will increase advanced cancer care treatment accessibility with the purchase of a state of the art linear accelerator. Further, Riverside will continue its 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, we will continue to lead the opioid task force to address prevention as well as provide

NARCAN to community members. Through this task force, community members will be educated on the impact of substance use and abuse. Riverside will provide substance abuse specific services to meet the needs of community partners such as probation and drug court as well as community members.

### **Mental Health**

Riverside is committed to making Mental Health services more accessible to the community. We will continue to provide assessments and referrals to the community linking individuals with the appropriate type of treatment and level of care. Riverside will increase the availability and access of services and treatment modalities offered through inpatient and outpatient services through continued recruitment and streamlining of services and with strong coordination with community partners who offer adjacent services. Riverside will offer professional development and trainings to community and team members to remain current on appropriate interventions to address treatment needs.

### **Trauma Awareness and Prevention**

Riverside will continue to provide trauma-informed care services, through inpatient and outpatient programs and trauma training opportunities to community and team members to increase awareness and implement evidence-based interventions. We will partner with community providers and first responders to address their staff education and training needs to improve trauma-sensitive interventions and assessments. Riverside will host annual educational events to increase awareness regarding mental health and trauma as well as prevention.

## **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 job orientation and ongoing training to improve the service level of all staff for the betterment of our patients and as an investment in the local workforce. Additionally, Riverside will continue to implement pay increases as market appropriate and consistent with job titles and duties. When possible, annual pay increases are given to all staff to address cost of living increases. Riverside has a program to scholarship staff with ongoing continuing education, further enhancing their service delivery when part of our staff and advancing their training level overall.

### **Career Ladder**

Riverside will work collaboratively with local K-12 education and higher education institutions to promote and coordinate practical, dynamic career ladders. Further, Riverside will leverage these career ladders to encourage local students to consider health careers. This includes partnership with our local high schools, the Kankakee Area Career Center, Kankakee Community College, and Olivet Nazarene University.

## **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 2020 totaled more than \$59.8 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.