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COMMUNITY HEALTH NEEDS ASSESSMENT IMPLEMENTATION PLAN

Endorsed by Thorek Memorial Hospital Board of Directors: June 21, 2016

FY2016 - FY2018

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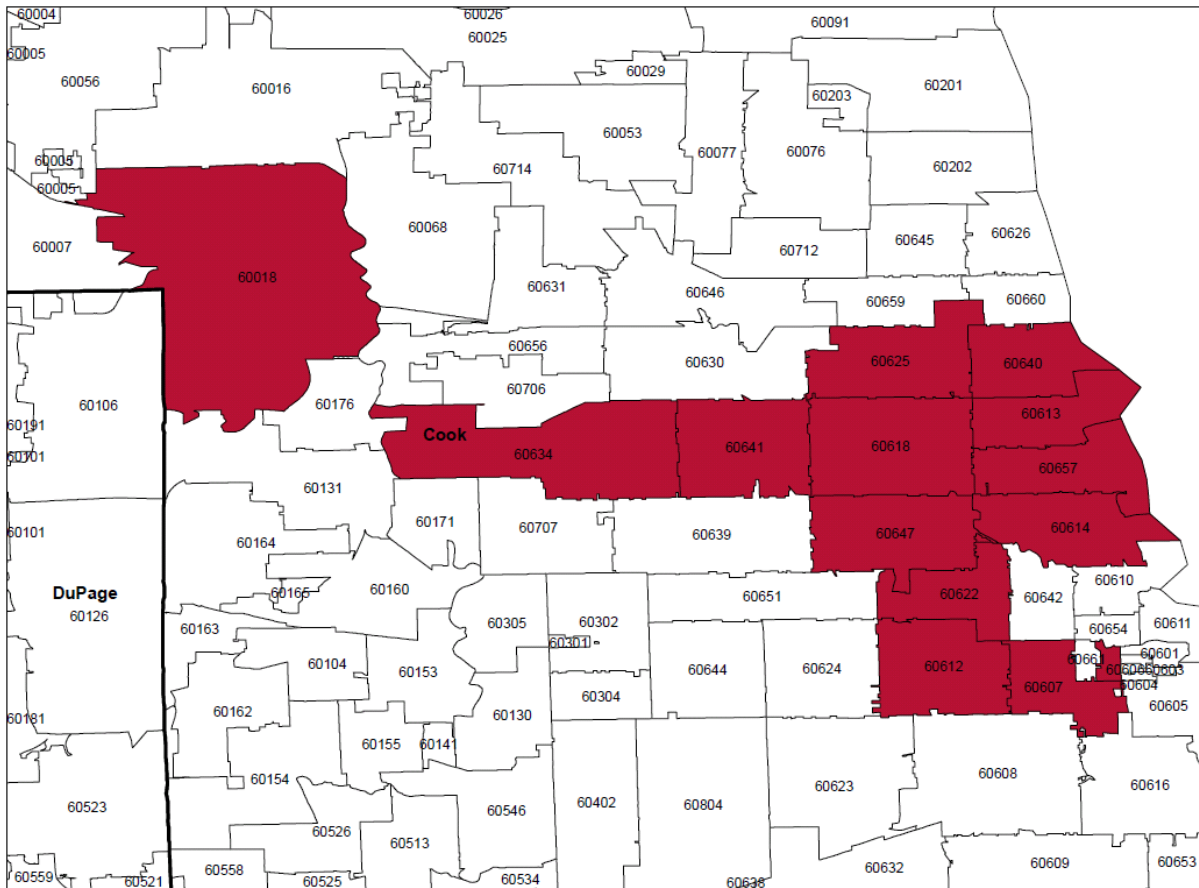
Introduction

For over 100 years, Thorek Memorial Hospital has been providing high quality, progressive healthcare to Chicago residents. Located on the city's North side, Thorek offers the unique characteristics and personal attention of a community hospital while providing many of the amenities and technological advances found at large medical centers. In addition to the 218-bed, acute care facility in Buena Park, Thorek operates numerous off-site primary care clinics located within Chicago neighborhoods.

Thorek has thrived over the years as one of Chicago's remaining independent healthcare providers due to its commitment to serving the health needs of its patients and community. Each year, the hospital makes significant investments in its community health effort and evaluation. This report summarizes the plans for Thorek Memorial Hospital to sustain and develop new community benefit programs that a) address prioritized needs from the 2015 Community Health Needs Assessment (CHNA); and b) respond to other identified community health needs.

Thorek Memorial Hospital's Service Area

Thorek Memorial Hospital develops its health improvement strategies and programs to meet the needs of the communities it serves. The study area for the Community Health Needs Assessment (CHNA) effort was defined as each of the 14 residential zip codes comprising the Thorek primary service area: 60018, 60606, 60607, 60612, 60613, 60614, 60618, 60622, 60625, 60634, 60640, 60641, 60647 and 60657. A geographical description is illustrated in the map below.



CHNA Purpose and Goals

Thorek Memorial Hospital, in collaboration with the Metropolitan Chicago Healthcare Council (MCHC) conducted a Community Health Needs Survey of Cook County, Dupage County and Lake County through Professional Research Consultants, Inc. (PRC), a nationally recognized healthcare consulting firm with extensive experience conducting Health Needs Assessments in communities across the United States since 1994.

The PRC-MCHC Community Health Needs Assessment* provides information so that communities may identify issues of greatest concern and decide to commit resources to those areas. The CHNA serves as a tool toward reaching three basic goals:

1. Improving health status, life spans and improving quality of life;
2. Reducing health disparities among residents; and
3. Increasing accessibility to preventive services to all community members.

Significant Health Needs of the Community

The following “areas of opportunity” represent the significant health needs of the community, based on the information gathered from the Community Health Needs Assessment and the guidelines set forth in Healthy People 2020. From these data, opportunities for health improvement exist in the area with regard to the following health issues:

- Access to Healthcare Services
- Cancer
- Chronic Kidney Disease
- Diabetes
- Heart Disease & Stroke
- HIV/AIDS
- Immunization & Infectious Disease
- Infant Health & Family Planning
- Injury & Violence
- Mental Health
- Nutrition, Physical Activity & Weight
- Oral Health
- Potentially Disabling Conditions
- Sexually Transmitted Diseases
- Substance Abuse
- Tobacco Use

The Implementation Planning Process

After considering the findings of the CHNA in the context of current community-focused activities and resources, Thorek has decided to address the following health priority areas (in no particular order):

- 1) Access to Healthcare Services
- 2) Cancer
- 3) Mental Health
- 4) Oral Health

Detailed implementation plans for each area were developed by the committee and are presented here.

** The findings of the Community Health Needs Assessment are outlined in a previous report; the current report details only the implementation plan.*

Implementation Strategies & Action Plan: Access to Services

<p>PRIORITY</p>	<p>ACCESS TO HEALTHCARE SERVICES</p> <ul style="list-style-type: none"> • Barriers to Access (inconvenient office hours) • Specific Source of Ongoing Medical Care (18+) • Specific Source of Ongoing Medical Care (65+)
<p>GOAL(S)</p>	<p>Increase the proportion of persons with a usual primary care provider; increase the number of primary care visits; and reduce the proportion of persons who are unable to obtain or delay in obtaining necessary medical care/screenings.</p>
<p>Target Population</p>	<p>Adults (ages 18 and up) within Thorek’s primary service areas</p>
<p>Time Frame</p>	<p>FY2016 - FY2018</p>
<p>Strategies & Objectives</p>	<ol style="list-style-type: none"> 1. Continue to provide access to care through 24/7 Emergency Department. 2. Continue to host Get Covered Illinois representatives on-site, helping community members enroll in a Marketplace plan. 3. Continue to operate off-site clinic offices in order to provide high quality primary care in several locations throughout the primary service areas. 4. Increase primary care hours by keeping the Primary Care Clinic open six days a week, rather than five. 5. Distribute a list of Thorek primary care physicians and locations at all Thorek sponsored events. 6. Improve website’s “Find a Physician” section to make it easier for community members to find a doctor based on their unique needs and preferences.
<p>Longterm Outcome Measures</p>	<ul style="list-style-type: none"> • Primary care appointments to meet or exceed previous year’s volume. • 75% of residents in the primary service areas to have had a yearly primary care checkup. • Traffic to website’s “Find a Physician” section to exceed previous year’s volume.

Implementation Strategies & Action Plan: Cancer

PRIORITY	CANCER <ul style="list-style-type: none"> • Cancer Deaths • Cancer Incidence • Female Breast Cancer Screening • Skin Cancer Prevalence
GOAL(S)	Earlier detection of breast cancer and skin cancer, allowing for timely intervention and better prognosis; and increase awareness of hospital's cancer services.
Target Population	<p>Breast Cancer: Women (ages 40 and up) within Thorek's primary service areas</p> <p>Skin Cancer: Adults (ages 18 and up) within Thorek's primary service areas</p>
Time Frame	FY2016 - FY2018
Strategies & Objectives	<ol style="list-style-type: none"> 1. Continue offering mammograms at a reduced rate during the month of October. 2. Continue the annual Women's Health Fair event to provide information on prevention, early detection and treatment of breast cancer, as well as other women's health needs. 3. Increase mammogram reminders by sending out communications to women in the primary service areas, in addition to the reminders already sent to women who have had mammograms at Thorek in the past. 4. Implementation of an annual free Skin Cancer screening event, with support from Thorek dermatologist(s).
Longterm Outcome Measures	<ul style="list-style-type: none"> • Mammogram appointments to meet or exceed previous year's volume. • Skin cancer screenings to meet or exceed previous year's volume. • Yearly decrease in breast cancer and skin cancer incidences.

Implementation Strategies & Action Plan: Mental Health

<p>PRIORITY</p>	<p>MENTAL HEALTH</p> <ul style="list-style-type: none"> • “Fair/Poor” Mental Health • Diagnosed Depression • Stress • Suicide Deaths
<p>GOAL(S)</p>	<p>Improve access to and create additional capacity to address mental health needs of the community; and improve health-related quality of life and well-being for all individuals.</p>
<p>Target Population</p>	<p>Adults (ages 18 and up) within Thorek’s primary service areas</p>
<p>Time Frame</p>	<p>FY2016 - FY2018</p>
<p>Strategies & Objectives</p>	<ol style="list-style-type: none"> 1. A new, 16-bed inpatient mental health unit will be added (with a go-live date of January 1, 2017), increasing Thorek’s capacity to address mental health needs. 2. Recently expanded outpatient mental health services by adding a Psychiatric Nurse Practitioner to staff. 3. Conduct outreach to patients diagnosed with depression who have not been seen for a follow up visit within the past year. 4. Hold a “De-Stress Fest” spring wellness event designed to help the community (and Thorek associates) fight off stress, while bringing attention to the mental health services offered by the hospital.
<p>Longterm Outcome Measures</p>	<ul style="list-style-type: none"> • Decrease in the total population of patients with a diagnosis of depression who have not been seen within the last year for the depression diagnosis. • Decrease in the number of repeat emergency visits for psychiatric care.

Implementation Strategies & Action Plan: Oral Health

PRIORITY	ORAL HEALTH <ul style="list-style-type: none"> Dental Care
GOAL(S)	Reduce the proportion of children and adults with untreated dental decay; and increase the proportion of children and adults who have used the oral health system in the past year.
Target Population	Adults and children within Thorek's primary service areas
Time Frame	FY2016 - FY2018
Strategies & Objectives	<ol style="list-style-type: none"> 1. Recently added Dr. Ardita Dalipi to the Thorek staff. Dr. Dalipi specializes in family dentistry with a specific focus on pediatric dentistry. 2. Explore adding other dentistry specialists to the Thorek staff, increasing the hospital's capacity to address oral health needs. 3. Offer a number of discounted back-to-school dental exams for children entering grades K-12. 4. Collaborate with Dr. Dalipi to expand community outreach and awareness through direct communication efforts, open houses, and other community events.
Longterm Outcome Measures	<ul style="list-style-type: none"> Dental care appointments to meet or exceed previous year's volume. Reduce the number of diseased teeth (a tooth with decay and/or significant periodontal disease defined as pockets of ≥ 5mm).

Significant Health Needs of the Community that Thorek Memorial Hospital Will Not be Addressing

Each of the health needs listed below is important and is already being addressed by numerous programs and initiatives operated by Thorek Memorial Hospital, community partners of the hospital, and/or other organizations within Thorek’s primary service areas. However, Thorek will not directly address the following health needs identified in the CHNA as part of this Implementation Plan due to limited resources and the need to focus on the four priority health needs identified above.

HEALTH NEED	REASON(S) WE ARE NOT ADDRESSING
CHRONIC KIDNEY DISEASE	Thorek Memorial Hospital contracts with Fresenius Dialysis for inpatient and outpatient hemodialysis. This disease can often be addressed/prevented through nutrition, physical activity and weight control, which Thorek is actively addressing.
DIABETES	Thorek offers a diabetic education and resources to support patients with diabetes.
HEART DISEASE & STROKE	For heart disease, Thorek employs a cardiologist and offers a wide range of cardiac testing, including a state-of-the-art cardiac cath lab. For stroke, Thorek is currently assessing the possibility of stroke certification from the Hospital Facilities Accreditation Program. The certification will serve as a notice to the community that the hospital is prepared to meet the initial needs of stroke patients.
HIV/AIDS	Nearby Howard Brown Health Center (4025 N. Sheridan Road) offers free rapid HIV testing on a walk-in basis; Center on Halsted (3656 N. Halsted Street) offers free rapid HIV testing via appointment, as well as a limited walk-in basis.
IMMUNIZATIONS & INFECTIOUS DISEASES	For infectious diseases, tuberculosis (TB) treatment is available at Thorek and other surrounding hospitals. TB testing is offered at nearby urgent care centers, including Lakeview Immediate Care (1645 W. School Road). For Immunizations, Thorek offers free seasonal influenza vaccines to Asian Human Services (4753 N. Broadway Avenue), as well as vaccines for the greater community.
INFANT HEALTH & FAMILY PLANNING	This need is met at surrounding hospitals with women’s health services, including: Presence Saint Joseph Hospital (2900 N. Lake Shore Drive), Advocate Illinois Masonic Medical Center (836 W. Wellington Avenue), and Swedish Covenant Hospital (5145 N. California Avenue). There are also several family planning clinics in the area, including: American Womens Medical Center (2744 N. Western Avenue) and Planned Parenthood Rogers Park (6353 N. Broadway Avenue).

Significant Health Needs of the Community that Thorek Memorial Hospital Will Not be Addressing (Cont.)

HEALTH NEED	REASON(S) WE ARE NOT ADDRESSING
INJURY & VIOLENCE	Thorek serves as a resource for victims of domestic violence by asking 100% of patients coming to the emergency department, “Has your partner ever slapped, kicked, punched or otherwise physically hurt you?” If yes, “Would you like to have a domestic violence center notified?” The Thorek team offers free domestic violence screenings, in addition to self-defense training and crisis prevention classes for employees.
NUTRITION, PHYSICAL ACTIVITY & WEIGHT	Thorek’s Food and Nutrition Department is committed to providing adequate nutrition and counseling to our patients. Additionally, Thorek employs a diabetic educator to offer nutrition, physical activity and weight monitoring education/resources.
POTENTIALLY DISABLING CONDITIONS	For activity limitation, Thorek’s Orthopedic and Sports Medicine Program treats most muscle and skeletal problems, including back pain and sciatica, shoulder, knee and hip conditions. For vision screenings, Thorek has four ophthalmologists on staff who provide a variety of eye care services.
SEXUALLY TRANSMITTED DISEASES	Thorek’s CAP Accredited Laboratory offers a comprehensive test menu, including the 5th Generation HIV testing. Nearby Howard Brown Health Center (4025 N. Sheridan Road) offers comprehensive testing and treatment for sexually transmitted infections on a walk-in basis six days a week; Center on Halsted (3656 N. Halsted Street) offers standard STD testing via appointment.
SUBSTANCE ABUSE	Thorek already has a robust inpatient medical detoxification program (New Vision) and has recently added an outpatient program.
TOBACCO USE	Thorek provides patients resources and educational materials on smoking and tobacco exposure. Additionally, nearby Howard Brown Health Center (4025 N. Sheridan Road) offers a number of smoking cessation services.

Contact Information

An electronic version of this Implementation Plan is publicly available at www.thorek.org and print versions are available upon request.

For questions or comments regarding the Community Health Needs Assessment, the Implementation Plan, or to request a hard copy, please contact Kellee Lemcke, Marketing Manager, by email at klemcke@thorek.org or call (773) 975-3287.

