



AMITA Health Adventist Medical Center Bolingbrook

Community Health Needs Assessment  
Implementation Strategy

2020-2022

## Executive Summary

AMITA Health Adventist Medical Center Bolingbrook (AHAMCB) and members of the Will County Mobilizing through Action, Planning and Partnership (MAPP) Collaborative, a collaborative of the Will County Health Department, local hospitals and community partners, worked together over 16 months to build this comprehensive Community Health Needs Assessment (CHNA) for Will County. Using the Mobilizing for Action through Planning and Partnerships (MAPP) model for the CHNA, Will County MAPP Collaborative engaged diverse groups of community residents and stakeholders and gathered robust data from various perspectives about health status and health behaviors.

Together with our community stakeholders, we have identified the following prioritized health needs in our community:

**Behavioral Health and Substance Use**, including prevention, treatment coordination, linkages, policy and education.

**Access to Health Care**, enforcing coordination and linkage of services to ensure access to quality health services.

**Access to Food & Nutrition**, creating healthy food access and linkages through mapping, education and empowerment.

**Stabilization of the Built Environment**, including health services linkages, environmental evaluations for housing.

To be successful, AHAMCB will continue to partner with Will County MAPP Collaborative to adopt shared and complimentary strategies and leverage resources to improve efficiencies and increase effectiveness for overall improvement. Data sharing across the local public health system was instrumental in developing the CHNA and will continue to be an important tool for establishing, measuring, and monitoring outcome objectives.

AHAMCB has developed an Implementation Strategy for the next three years that describes the programs we are undertaking to address these prioritized health needs in our community.

## Prioritized Health Needs

The following prioritized health needs will be addressed in the 2020-2022 implementation strategy:

- **Behavioral Health and Substance Use**
- **Access to Health Care**
- **Access to Food & Nutrition**
- **Stabilization of the Built Environment**

This implementation strategy was approved by the Adventist Midwest Health Board on January 23, 2020. The collective monitoring, reporting progress and revising will ensure the plan remains relevant and effective.

## Our Hospital and Community

### AMITA Health

AMITA Health is an award-winning health system committed to delivering compassionate care to nearly 6.6 million residents in Chicago and its surrounding suburbs.

As a faith-based health system in the respective Catholic and Adventist traditions, AMITA Health is committed to delivering inclusive and compassionate care, communicating clearly with patients and their families, respecting the faith traditions of all people, and honoring the dignity of everyone we serve. When people come to AMITA Health, they can expect to receive the very best care — and to be treated like family.

In keeping with the faith-based traditions of its legacy health systems, AMITA Health treats the whole person, including the physical, emotional, mental and spiritual needs of the people it serves. The system continually works to identify and to address community health needs, with a special focus on serving the needs of the poor, vulnerable and marginalized. AMITA Health annually provides more than \$82 million in community health and transformation programs and \$48 million in financial assistance.

### AMITA Health Adventist Medical Center Bolingbrook

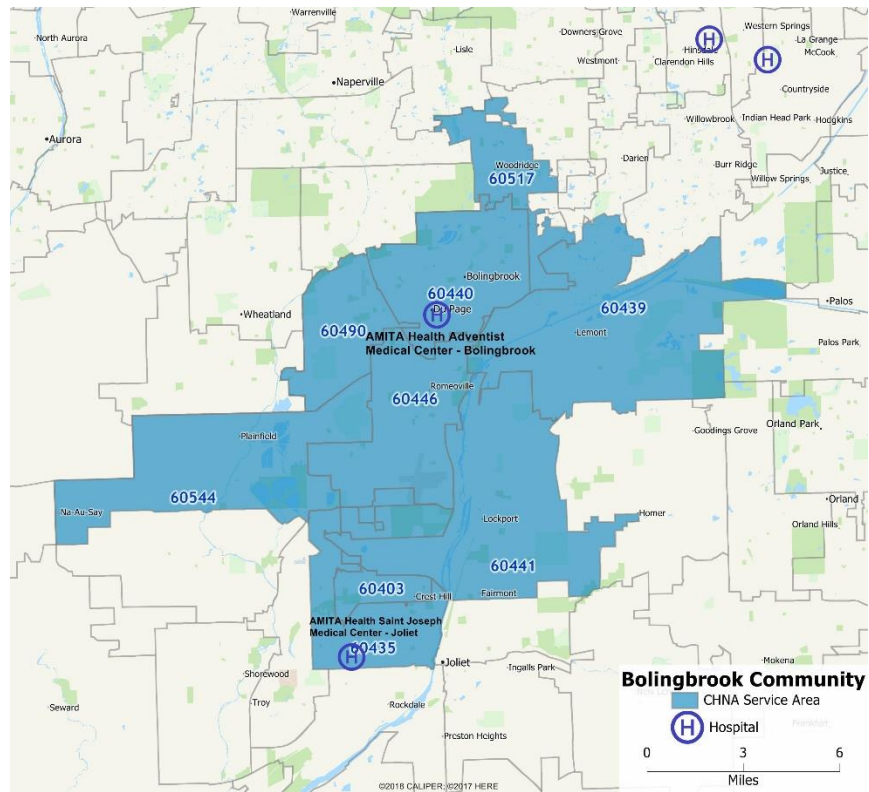
AMITA Health Adventist Medical Center Bolingbrook is a 138-bed, full service medical facility that provides high-quality, compassionate and family-centered medical care to the 346,932 residents of Bolingbrook and the surrounding communities. AHAMCB has earned a number of nationally recognized awards and safety grades, including the Joint Commission certified Primary Stroke and Chest Pain Center, Healthgrades Emergency Medicine Excellence Award and Blue Distinction Center for Maternity.

### Will County MAPP Collaborative

In 2018 and 2019, AMITA Health Adventist Medical Center Bolingbrook participated in the collaborative efforts organized by Will County MAPP Collaborative to complete the assessments needed for the Community Health Needs Assessment (CHNA). The results of the assessment findings can be found at [impactdupage.org](http://impactdupage.org). The full CHNA report can be found at [amitahealth.org/about-us/community-benefit/](http://amitahealth.org/about-us/community-benefit/).

### AHAMCB Community

The AHAMCB community consists primarily of Hinsdale and the surrounding area. We define the AHAMCB primary service area as the collection of ZIP codes where approximately 75% of hospital patients reside, and we focus our community health improvement on this service area. The largest primary service area resides in Will County. A small part of the northern/northeastern service area is in DuPage County.



## Prioritized Health Need: Behavioral Health & Substance Use

**Priority Overview:** Behavioral health continues to be a primary concern in Will County. Addressing behavioral health requires attention to substance use disorders as well as mental health. The recent CHNA also emphasized the need for prevention, treatment coordination, linkages, policy and education. The mental health provider ratio for Will County remains higher than state and national ratios. Drug abuse, heavy alcohol consumption and vaping are noted issues with adults and youth in Will County.

**Goal:** Increase persons trained in the community on Mental Health First Aid (MHFA) to increase identification of those in a crisis and reduce stigma associated with mental health issues.

**Strategy: Mental Health First Aid**

In response to a demonstrated system and state-wide need of addressing barriers to accessing and utilizing mental health services, AMITA Health Adventist Medical Center Bolingbrook and its community partners will implement an evidence-based program, Mental Health First Aid (MHFA), to reduce the stigma associated with mental illness and improve the coordination of mental health care. MHFA trains community residents and first responders to recognize, respond, and seek assistance for signs of mental illness and substance abuse.

**Anticipated Impact:** By December 2022, AMITA Health Adventist Medical Center Bolingbrook and its community partners will have trained 200 persons in Mental Health First Aid.

**Next Steps:**

- Identify target audience for trainings with the AHAMCB primary service area such as faith communities, first responders, law enforcement and youth providers.
- Plan annual calendar of trainings to be offered at AHAMCB through the local MHFA training consortium.
- Promote availability of training with target audiences.
- Collect standardized feedback on trainings.

## Prioritized Health Need: Access to Health Care

**Priority Overview:** Healthy People 2020 states that access to comprehensive healthcare services is important for achieving health equity and improving quality of life for everyone. Disparities in access to care and community resources were identified as underlying root causes of many of the health inequities experienced by residents in Will County. Assisting patients and community members to programs and services that can improve their social determinants of health are needed.

**Goal:** Increase the number of persons with primary medical home.

**Strategy: Partnership with VNA Health Care**

In order to increase and secure access to primary health care for those uninsured and underinsured, AMITA has partnered with VNA to ensure patients are assigned a primary care physician. Additionally, in collaboration, VNA added a full-time, bilingual hospital liaison to AMITA Health Adventist Medical Center Bolingbrook, to round in the emergency department as well as on inpatient units to coordinate primary care visits for patients.

**Anticipated Impact:** By December 2022, 75% of AHAMCB patients scheduled for post-discharge, VNA Health Care appointments will attend their appointment.

**Next Steps:**

- Continue partnership VNA Health Care in the care coordinator of AHAMCB patients in need of a primary medical home
- Collaborate with VNA Health Care to ensure program is set for success and reach the intended target communities
- Link VNA Health Care to AMITA associates and physicians to ensure provision of patient referrals to the program

**Priority Overview:** Healthy People 2020 states that access to comprehensive healthcare services is important for achieving health equity and improving quality of life for everyone. Disparities in access to care and community resources were identified as underlying root causes of many of the health inequities experienced by residents in Will County. Assisting patients and community members to programs and services that can improve their social determinants of health are needed.

**Goal:** Increase patient and community members connection to services to reduce social determinants of health through the provision of the AMITA Health Community Resource Directory (Aunt Bertha).

**Strategy: Aunt Bertha (Search & Connect)**

Through this online directory, our associates and physicians as well as our community partners and the community-at-large, can search a vetted and updated catalog of free or reduced cost services such as medical care, food, job training, utility assistance, housing, transportation, legal services and more. This directory provides a need-based, customized list of services for patients and provides the hospitals with reports on the top needs of their patient population. The data provided by Aunt Bertha can be used to enhance, grow and target population health as well as community health initiatives.

**Anticipated Impact:** By December 2022, 60% of patients in need will be directly referred to a local agency for assistance using the AMITA Health Community Resource Directory (Aunt Bertha).

**Next Steps:**

- Add additional local community organizations relevant to the AHAMCB patient population
- Work with local community organizations on the ability for AHAMCB to directly refer patients for services or programming
- Increase internal users targeting associates and physicians
- Implement a routine communication plan for internal and external users
- Track outcomes and continuously look for areas of improvement to reach additional persons in need.

## Prioritized Health Need: Access to Food & Nutrition

**Priority Overview:** Access to healthy and affordable food is a social determinant of health. There are geographic food deserts in parts of Will County that are primarily in low income areas. Obesity continues to be an issue for adults as well as high rates of hospitalization for diabetes among the Hispanic and Latino ethnicities.

**Goal:** Increase the availability of healthy foods within the low-income community.

**Strategy: Mobile Food Pantries & Micro Pantry**

In collaboration with Northern Illinois Food Bank (NIFB) and other local food partners, implement the deployment of Mobile Food Pantries, in areas of high need in the AHAMCB community. Work with community partner organizations to help promote the availability of and locations of the pantries. Begin food insecurity screenings with patients of the AHAMCB, to navigate those in need to the pantries. On average, each truck serves 220 individuals with free healthy food options that they normally would not obtain on their limited incomes.

Additionally, continue to support and stock the Micro Pantry on the AHAMCB campus, which provides 24/7 access to emergency food. A stocked pantry provides an average of 90 meals per day to those in need.

**Anticipated Impact:** By December 2022, a monthly average of 200 persons will be provided with free healthy food options through the Mobile Food Pantry programming.

**Next Steps:**

- Identify community partners to engage on this initiative
- Develop schedule of pantries with NIFB
- Promote the availability of pantries within internal and external audiences
- Initiate food insecurity tool
- Continuously explore ways to expand program offerings or reach more persons in need
- Track outcomes related to the deployment of pantries



## Prioritized Health Need: Stabilizing the Built Environment

**Priority Overview:** Those living in poverty are at greater risk of food insecurity, homelessness, infectious diseases, environmental hazards and poor academic performance. The recent assessment indicated a need for affordable housing across a variety of incomes as well as spread geographically around the county to help end homelessness. While the median household income of Will County is higher than Illinois, there are geographic disparities that exist. The high impoverished areas also contain high rates of unemployment, lack of health insurance and educational attainment. Assisting patients and community members to programs and services that can improve their social determinants of health are needed especially in community settings where vulnerable populations frequent such as libraries and churches.

**Goal:** Increase community members connection to services to reduce social determinants of health through the provision of the AMITA Health Social Worker in a Library Program.

**Strategy:** Because libraries are a community hub—a public space where the homeless, mentally ill, isolated elderly, and others can seek refuge from violence, adverse weather conditions, loneliness, and despair—these spaces have seen an increase in low socioeconomic patrons needing shelter and support. Furthermore, libraries are considered a safe place where people are welcome regardless of their race, gender, immigration status, or age. Across the nation, libraries are striving to identify innovative ways to respond to the needs of these patrons. The Social Worker in Library Program (SWIL) will embed a full-time, licensed clinical social worker (LCSW) at library to connect individuals who are experiencing homelessness, chronic unemployment, mental illness, and other complex needs with appropriate referrals and support utilizing the AMITA Health Community Resource Directory (Aunt Bertha). The LCSW will also build relationships with social service partners to ensure “warm hand off” for patrons, provide health workshops and trainings for library staff on general health topics, and facilitate community workshops and events for the public.

**Anticipated Impact:** By December 2022, 90% of individuals with an identified need will be referred to appropriate sources using the AMITA Health Community Resource Directory (Aunt Bertha).

**Next Steps:**

- Work with local library within the AHAMCGO service area to collaborate on program and create project team for implementation
- Implement an initial and routine communication plan for internal and external stakeholders
- Track and monitor client referrals and referral completion on Aunt Bertha and through client self-reporting
- Review outcomes and continuously look for areas of improvement to reach additional persons in need

## Publication

AMITA Health Adventist Medical Center Bolingbrook will share this document with internal stakeholders including associates, volunteers and physicians. This Implementation Strategy is available at [amitahealth.org/about-us/community-benefit](http://amitahealth.org/about-us/community-benefit) and is also broadly distributed within our community to stakeholders including community leaders, government officials, and service organizations.

We welcome feedback on the Community Health Needs Assessment and this Implementation Strategy. Kindly send any feedback you have to the following address:

AMITA Health  
Attn: Community Benefit  
2601 Navistar Drive  
Lisle, IL 60532