



HSHS
Good Shepherd
Hospital

Health Needs Assessment 2019 Implementation Plan

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Introduction

HSHS Good Shepherd Hospital is located in Shelby County, Illinois. As the county's only hospital, Good Shepherd Hospital has been a leader in health and wellness in Shelby and surrounding counties for 100 years. Good Shepherd is a 30-bed hospital with a wide variety of services. Services at Good Shepherd include emergency care, primary care, nuclear medicine, CT scans, digital mammography, X-ray, MRI, ultrasound, pulmonary and cardiac rehabilitation, cardiac stress testing, sleep lab and laboratory testing. The hospital also offers physical therapy, occupational therapy and speech therapy services in an outpatient setting. Broad scopes of general surgical services, including cataract surgery, are provided in both an inpatient and outpatient setting.

Good Shepherd partners with other area organizations to address the health needs of the community, living its mission to reveal and embody Christ's healing love for all people through our high quality Franciscan health care ministry, with a preference for the poor and vulnerable. The hospital is part of Hospital Sisters Health System (HSHS), a highly-integrated health care delivery system serving more than 2.6 million people in rural and midsized communities in Illinois and Wisconsin. HSHS generates approximately \$2 billion in operating revenue with 15 hospitals and has more than 200 physician practice sites. Our mission is carried out by 14,000 colleagues and 2,100 physicians in both states who care for patients and their families.

HSHS has a rich and long tradition of addressing the health needs in the communities we serve. This flows directly from our Catholic identity. In addition to community health improvement services guided by the triennial community health needs assessment (CHNA) process, the hospital contributes to other needs through our broader community benefit program. This includes health professions education, subsidized health services, research and community building activities. In FY2019, the hospital's community benefit contributions totaled \$2,592,393.

In FY2019 (July 1, 2018 through June 30, 2019), Good Shepherd Hospital conducted a CHNA. Upon completion, the hospital developed a set of implementation strategies and adopted an implementation plan to address priority community health needs. The population of Shelby County was assessed, and the following strategies identified:

1. Access to Care
2. Metabolic Syndrome
3. Mental Health
4. Substance Abuse

Prioritized Significant Health Needs

Based on the CHNA planning and development process the following community health needs were identified:

- 1. Access to Care**
- 2. Mental Health**
- 3. Metabolic Syndrome**
- 4. Substance Abuse**

As an outcome of the prioritization process, the following community health needs were also identified and will not be addressed directly by the hospital for the reasons indicated:

Chronic diseases: Good Shepherd Hospital is involved in multiple community outreach and educational events and engagements throughout the year. The main goal of these initiatives is to relay educational and information about healthy behaviors and positive lifestyle choices. Rather than identifying this as a standalone priority, Good Shepherd Hospital includes prevention and management of chronic conditions educational events and presentations. Additionally, as we launch our access to care strategies, chronic disease prevention and management will be addressed.

Diabetes and obesity: These needs will be addressed as part of our metabolic syndrome strategies.

Heart disease and stroke: These needs will be addressed as part of our access to care and metabolic syndrome strategies. Additionally, Good Shepherd Hospital partners with Prairie Cardiovascular Consultants and HSHS Medical Group to provide cardiology and neurology specialty care in Shelbyville. Prevention and management of risks associated with heart disease and stroke will continue to be discussed at community health fairs and educational events.

Tobacco use: Good Shepherd Hospital is partnering with HSHS St. John's Hospital's Mind/Body Services to offer the Stop Smoking Start Living program online. This will allow individuals to access the smoking cessation program from any location.

Transportation: Given the feedback received on the community survey, and through the external and internal committees, the decision to address transportation under access to care was approved.

Implementation Plan

Good Shepherd's implementation plan is part of a community effort to address four priority health needs in the community. The hospital will work with a broad range of direct service organizations, coalitions and government agencies to address these needs.

The 2020 implementation plan outlines the actions the hospital will take to address Shelby County's health needs. Recognizing that no one organization affects substantial community change alone, the long-term outcomes identified in this implementation plan will be achieved as community organizations work together for collective impact.

Access to Care

Goal: Work with Shelby County residents to identify access barriers to primary care and specialty care.

Long-term Performance Indicators:

- By June 30, 2021:
 - Increase understanding of and use of insurance.
 - Increase the number of residents who have a medical home.
 - Enhance access to substance abuse services; and promote community substance abuse awareness, education and prevention.

Strategy 1: Community awareness and education

- What insurance means/explanation of benefits/patient responsibilities.
- Special focus on Medicaid and Medicare insurance education.

Strategy 2: Increase access to reliable transportation

Explore transportation issues: identify existing transportation assets and gaps; availability and affordability.

Community Resources:

- Shelby County Health Department
- New Vision™
- Social service providers
- Faith-based organizations

Hospital Resources:

- Good Shepherd community benefit team
- Data gathering and analysis

Supporting Information:

- Target population: Residents of Shelbyville and Shelby County.
- Strategies developed and deployed in other HSHS markets to assess access to care gaps led to successful strategic initiatives connecting residents with a medical home. Good Shepherd will adapt tools used in other HSHS markets to analyze ongoing access issues and develop strategies unique to Shelby County.
- Good Shepherd did a provider assessment and development plan to determine access to primary care and specialty care needs. In response, they partnered with HSHS Medical Group to add a primary care physician and two mid-level clinicians to enhance access to non-emergent care.

Metabolic Syndrome

Goal: To offer a comprehensive, place-based approach to community health improvements through education, nutrition and exercise by focusing on a community garden and our current metabolic syndrome initiatives.

Strategy 1:

Provide a free six-week course to community members living with pre-diabetes, diabetes or caring for someone with diabetes to help develop and understand the concept of self-efficacy and strategies to enhance self-efficacy.

Mid-term Performance Indicators:

By June 30, 2021, offer free diabetes self-management classes on a bi-annual basis through a referral system in place with Shelby County healthcare providers.

Strategy 2: Community Garden

The community garden is a partnership between First Presbyterian Church and Good Shepherd to serve low-income individuals and families in Shelby County.

Mid-term Performance Indicators:

By June 30, 2020, the garden will harvest enough produce to supplement the First United Methodist Church food pantry and the First Presbyterian Church Feeding Program.

Community Resources/Partners:

- First Presbyterian Church
- First United Methodist Church

Hospital Resources:

- Marketing material
- Land
- Colleague time

Supporting Information:

- Target Population: Low-income families in Shelby County.
- Communities with a high concentration of social determinants, specifically poverty, also experience a high acuity for a wide range of health problems. Health disparities such as food insecurity, lead to long-term physical and mental health disorders.

Mental Health

Goal: Create awareness of and access to mental health services in the community, including services offered by the hospital and increase awareness and education for early identification and intervention.

Strategy 1: Human Trafficking training for emergency providers

Human trafficking (HT) rose 35.7% from 2016 to 2017 in the U.S. The Human Trafficking in Illinois Fact Sheet reports an estimated 25,000 women and children are being trafficked as prostitutes and 1,818 victims have been rescued since 2012. Calls to the national HT hotline estimate Illinois ranks 10th for the number of reported cases of HT in the U.S.

Mid-term Performance Indicators:

- By June 30, 2020, 85% emergency department providers will be trained to identify and respond to suspected human trafficking victims.
- By June 30, 2020, adopt emergency and hospital-wide protocol to address and treat victims of human trafficking.

Community Resources:

- Central Illinois Federal Bureau of Investigation
- Central Illinois Human Trafficking Task Force
- Local domestic violence and child abuse agencies

Hospital Resources:

- Training space
- Content expert

Supporting Information:

- Target population: Victims of exploitation.
- Evidence base: Human Trafficking in Illinois Fact Sheet, 2015.
- Evidence base: According to the National Institutes of Health, health care practitioners, particularly emergency physicians and other ED health workers, are well-positioned to identify and assist victims. Practitioners must be sensitive to the widespread presence of trafficking and understand victims' vulnerabilities and critical needs. More resources should be devoted to train health care practitioners about this emerging issue and equip health care systems to better address human trafficking.

Strategy 2: Behavioral Telehealth

In partnership with Shelbyville School District, Illinois Telehealth Network and HSHS Central Illinois Division Behavioral Health Committee, we will assess need and opportunity for behavioral telehealth access in a school-based setting.

Mid-term Performance Indicators:

- By June 30, 2020, develop recommendations for behavioral telehealth capacity in school district.

Substance Abuse

Fatal and non-fatal drug overdose has increased significantly in Shelby County since 2014. While the recent trend shows an increase in opioid and heroin use, officials report the use of methamphetamine is on the rise across Central Illinois. Emphasis is needed on both prevention and treatment moving forward.

Goal: Work with community stakeholders to prevent opioid-related deaths and other non-fatal opioid overdoses through prevention, treatment and recovery, and response.

Long-term Performance Indicators:

By June 30, 2022, the opioid overdose rate in Shelby County will not trend upward.

Strategy 1: Opioid / Substance Abuse Task Force

Under the direction of New Vision™, Good Shepherd will support the development of a five-county opioid/substance abuse task force.

Mid-term Performance Indicators:

By June 30, 2020, GSS will actively participate on the taskforce and will use community-based strategies to address the opioid crisis in Shelbyville and Shelby County.

Community Resources:

- Taskforce members
- Health care organizations
- Other community stakeholders

Hospital Resources:

- New Vision™ colleague time
- Colleague time
- Other resources as identified

Supporting Information:

- Target population: Broader community.
- Evidence base: The State of Illinois Opioid Action Plan reports nearly 1,900 people died of overdoses in Illinois in 2017, almost twice the number of fatal car accidents. Illinois is one of 16 states annually reporting more opioid-related deaths than fatal car accidents. Beyond these deaths there are thousands of emergency department visits, hospital stays, as well as the pain suffered by individuals, families and communities. The opioid epidemic is the most significant public health and public safety crisis facing Illinois.

Strategy 2: New Vision Services

Work with Good Shepherd and New Vision™ leadership to ensure services are widely promoted across Shelby County and surrounding counties.

Mid-term Performance Indicators:

By June 30, 2020, Good Shepherd and New Vision™ will have a plan in place to promote services to high risk populations.

Community Resources:

- Taskforce members
- Health care organizations
- Other community stakeholders

Hospital Resources:

- New Vision™ colleague time
- Colleague time
- Marketing materials

Supporting Information:

- Target population: Broader community.
- Evidence base: New Vision™ is a short-term inpatient medical stabilization service for adults with drug and/or alcohol issues
- National Survey on Drug Use and Health (NSDUH): A study done in 2014 revealed that one out of every 12 adults in the United States suffered from a substance use disorder. One of the side effects of addiction is often drug dependence. Withdrawal can be significant and even potentially dangerous without professional help. Detox purges toxins from the body and helps the individual get to a place where safe and sustainable rehab can occur.

Next Steps

The implementation plan outlines a three-year community health improvement process. Annually, the hospital will:

- Review the implementation plan and update strategies for the following fiscal year.
- Set and track annual performance indicators for each implementation strategy.
- Track progress toward mid-term performance indicators.
- Report progress toward the performance indicators to the hospital board, senior leadership team, HSHS Central Illinois Division and HSHS leaders.
- Share actions taken and outcomes achieved to address priority health needs with the community at large.

Approval

The implementation plan was adopted by the hospital's board on October 3, 2019.

