

**MERCYHEALTH ROCKTON  
COMMUNITY BENEFIT PLAN  
FY 2019 IMPLEMENTATION PLAN**

**Strategic Objective: Based on the Rockford Health Council’s 2017 Healthy Community Study, Mercyhealth Rockton will develop and implement a multifaceted community benefit plan to improve the overall health and well being of residents in the primary service area.**

<b>STRATEGIES</b>	<b>TACTICS</b>	<b>MEASURE/STATUS</b>
<p><b>Improve the general health of individuals living in the primary service area</b></p>	<p><b>Access:</b></p> <ul style="list-style-type: none"> <li>• Continue to develop and offer various access sites and venues for primary care (adult and pediatric) medical services               <ul style="list-style-type: none"> <li>○ Expand primary care services via additional providers and sites</li> <li>○ Maintain convenient care locations and expanded hours throughout community</li> </ul> </li> <li>• Establish FP and IM physician residency programs in Rockford</li> <li>• Support Bridge Clinic services for non- and under-insured patients who do not qualify for government programs</li> </ul>	<ul style="list-style-type: none"> <li>• Current sites in Rockford include Mulford, North Alpine, Perryville, and Rockton Avenue. Other city sites include Belvidere, IL; Byron, IL; Cherry Valley, IL; Roscoe, IL; and, Winnebago, IL.</li> <li>• Convenient care services offered at Roscoe, Byron, Winnebago, Main, Perryville</li> <li>• Extended hours offered at Perryville 7AM – 11PM 7 days/week</li> <li>• InQuicker implemented at Rockford facilities</li> <li>• To begin summer 2019</li> <li>• Clinic offered every Saturday morning in collaboration with First Presbyterian Church/Second Congregational Church</li> </ul>

	<ul style="list-style-type: none"> <li>Invest in and modernize the Rockton campus in order to serve the needs of west-side residents</li> </ul>	<ul style="list-style-type: none"> <li>Multi-year plan defining campus investment developed. Implementation began in 2016 <ul style="list-style-type: none"> <li>Cancer center completed 2017</li> <li>Helicopter pad completed 2016</li> <li>Orthopedic Center of Excellence completed 2017</li> <li>Paramedic and EMS training facility expanded 2016</li> <li>Further facility planning to be completed FY19</li> </ul> </li> <li>Maintain robust emergency department services</li> </ul>
	<ul style="list-style-type: none"> <li>Complete Riverside campus implementation plan</li> </ul>	<ul style="list-style-type: none"> <li>188 bed Adult, Women and Children's Hospital and MOB to open 1/19</li> </ul>
	<ul style="list-style-type: none"> <li>As the main provider of pediatric services in the community, continue to develop and offer state-of-the-art pediatric programs and services</li> <li>Provide free dental and immunization services to uninsured and under-insured children through the Ronald McDonald mobile unit</li> <li>Provide hospital surgical dentistry services to pediatric and developmentally disabled patients requiring more extensive dental work as identified via the Ronald McDonald program</li> </ul>	<p>See Women and Children's section</p> <ul style="list-style-type: none"> <li>Coverage provided to Winnebago, Boone, Lee, Ogle, and Stephenson Counties</li> <li>Coverage expanded to Janesville and Beloit (Rock County) FY2017</li> <li>11,805 visits conducted 2003 - 2017</li> <li>Program implemented 2016</li> <li>FY18 – Projected to complete 191 dentistry surgical cases</li> </ul>
	<ul style="list-style-type: none"> <li>Provide free breast health services to un- and under-insured women through partnership with A Silver Lining Foundation</li> </ul>	<ul style="list-style-type: none"> <li>More than 550 diagnostic screens and related procedures have been provided since program inception (2012 – 2017)</li> <li>Program expanded to Bridge Clinic patients (offered one time/month at Rockton Avenue Mammography Department)</li> </ul>

	<ul style="list-style-type: none"> <li>• Develop comprehensive multidisciplinary lung service designed to detect and treat lung cancer at earlier stages and reduce lung cancer mortality. Program will include the following: <ul style="list-style-type: none"> <li>○ Low dose radiation lung screening to high risk individuals</li> <li>○ Smoking cessation services</li> <li>○ Nodule clinic</li> <li>○ Navigational bronchoscopy</li> <li>○ Minimally invasive thoracic services</li> <li>○ Medical Oncology services</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• High risk patient screening protocol implemented</li> <li>• Smoking cessation program developed and implemented</li> <li>• Navigational bronchoscopy services implemented</li> <li>• Minimally invasive thoracic surgical service targeted for development in FY2019</li> <li>• Cancer infusion center developed</li> </ul>
	<ul style="list-style-type: none"> <li>• Continue to advance services around the early identification and treatment/intervention of strokes <ul style="list-style-type: none"> <li>○ Become Joint Commission Comprehensive Stroke Center to offer 24/7 in-house interventional capabilities</li> <li>○ Provide education to community to improve public awareness around early detection</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Joint Commission Certified Primary Stroke Center (certification renewed 2016)</li> <li>• 2 events per year; smaller presentations at senior living centers, church groups, etc.</li> </ul>
	<ul style="list-style-type: none"> <li>• Offer a wide array of community educational health and screening programs</li> </ul>	<ul style="list-style-type: none"> <li>• Wesley Willow monthly presentations</li> <li>• Women's Center programs</li> <li>• Various educational services and screening programs offered</li> </ul>
<b>Improve behavioral health status of community members</b>	<ul style="list-style-type: none"> <li>• Continue to provide inpatient behavioral medicine services to area residents</li> </ul>	<ul style="list-style-type: none"> <li>• Full complement of inpatient services offered</li> </ul>

	<ul style="list-style-type: none"> <li>• Proactively identify individuals at high-risk for mental health disorders at early stages of illness in order to provide early intervention and treatment.</li> <li>• Maintain social worker services to assist with adult and pediatric mental health issues</li> </ul>	<ul style="list-style-type: none"> <li>• Depression screening tool administered to following: <ul style="list-style-type: none"> <li>• All adults over the age of 18 on an annual basis via primary care and obstetrician physician practices</li> <li>• All perinatal and postpartum obstetrical patients via obstetric and pediatric practices</li> <li>• All teenagers via primary care and pediatric physician practices</li> </ul> </li> </ul>
	<ul style="list-style-type: none"> <li>• Improve the behavioral and overall health status of the elderly population by working closely with individuals, their families and various community resources to keep individuals in their homes. <ul style="list-style-type: none"> <li>○ Maintain and promote the Mercyhealth at Home home health service as a resource to individuals and family members</li> </ul> </li> </ul>	

<p><b>Improve the health status of individuals with chronic illnesses and promote healthy lifestyles through educational offerings</b></p>	<ul style="list-style-type: none"> <li>• Collaborate and foster engagement with patients and families through the Medicare ACO and through the patient centered medical home to proactively manage and improve the chronic disease state of our patients <ul style="list-style-type: none"> <li>○ All patients seen in Emergency Department and Convenient Care Clinics identified and screened by nursing care coordinator who follows up with patient and ensures patient scheduled with primary care physician in appropriate time frame (seen within one week of discharge)</li> <li>○ After visit summary with documented care plan and health goals provided to each patient and family</li> <li>○ Continue Medicare ACO Wellness visits to proactively manage health of Medicare patients</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Congestive Heart Failure clinic established and ongoing</li> <li>• Protocols/guidelines implemented</li> </ul>
	<ul style="list-style-type: none"> <li>• Maintain clinical team to work exclusively with nursing home patients to ensure appropriate transitional care and manage and provide interventions as necessary for various acute and chronic diseases</li> </ul>	<ul style="list-style-type: none"> <li>• Team to continue work with designated partner nursing homes</li> <li>• Monitor admission and readmission rates by nursing home</li> </ul>
	<ul style="list-style-type: none"> <li>• Through Mercyhealth at Home, establish telemonitoring services to improve the health status of individuals with chronic disease living at home</li> </ul>	<ul style="list-style-type: none"> <li>• Non-invasive ventilator program established for patients with COPD</li> <li>• In-home CHF telemonitoring program established</li> </ul>
	<ul style="list-style-type: none"> <li>• Establish multidisciplinary palliative care services for adults and pediatrics to formulate plans of care, identify resources, and provide support for both patients and families for various chronic and acute diseases.</li> </ul>	<ul style="list-style-type: none"> <li>• Program established</li> </ul>

<p><b>Maintain commitment to the women and children of this community as the exclusive provider of comprehensive tertiary services (including perinatal, maternal, neonatal and pediatric intensive care services) and ensure excellent outcomes for mothers, infants, and children.</b></p>	<ul style="list-style-type: none"> <li>Establish partnership with Crusader Clinic to provide comprehensive obstetrical, perinatal, neonatal and pediatric services to their patients</li> </ul>	<ul style="list-style-type: none"> <li>Obstetrical partnership established 1/1/17.</li> <li>Crusader Clinic delivered approximately 1100 babies in CY 2017</li> <li>Funding of Crusader grant to provide testing center for obstetrical patients at North Alpine location – to be implemented late FY18/early FY19</li> </ul>
	<ul style="list-style-type: none"> <li>Engage all obstetricians and midwives in plan to improve OB and NICU outcomes through excellent evidence based prenatal care/interventions</li> </ul>	<ul style="list-style-type: none"> <li>All prenatal patients screened for diabetes at determined intervals based on best practice</li> <li>All prenatal and postpartum patients screened for depression. Screen provided to new mothers at time of first-time newborn check with pediatricians to ensure all patients are captured regardless of where infant delivered</li> <li>Increased HIV testing to twice during the prenatal period, ensuring one of screens is in third trimester per state regulations</li> </ul>
	<ul style="list-style-type: none"> <li>Establish and maintain Small Baby Unit for neonates, weighing less than 2.2 pounds or 27 weeks gestation, within the 52 bed NICU to ensure developmental and evidenced based care</li> </ul>	<ul style="list-style-type: none"> <li>Researched, prepared, and trained clinicians in the specialized care required of running a small baby unit within the current NICU</li> <li>Opened the SBU in January 2017</li> <li>Early results are showing shorter length of stay and fewer missed developmental milestones for neonates who received care in the unit.</li> </ul>

	<ul style="list-style-type: none"> <li>Participate in current ILPQC (Illinois Perinatal Quality Collaborative) initiatives including the Hypertension Bundle, which assesses quick response to increased blood pressures of peripartum mothers. Also participation in the Neonatal Abstinence Syndrome (NAS) bundle which focused on both pharmacologic and non-pharmacologic interventions for babies born of addicted mothers</li> </ul>	<ul style="list-style-type: none"> <li>Participated in Hypertension bundle all of 2017 and now in maintenance portion of program</li> <li>Now participating in wave 2 of the NAS bundle which starts 5/18</li> </ul>
	<ul style="list-style-type: none"> <li>Provide comprehensive midwifery program geared to indigent and teen parents with focus on education, community resource referral for special needs, birth control, pregnancy, and parenting skills.</li> </ul>	
	<ul style="list-style-type: none"> <li>As the main provider of pediatric services in the community, continue to develop and offer state-of-the-art pediatric programs and services through collaboration with tertiary providers and recruitment of additional subspecialists.</li> <li>Develop and maintain Level II Pediatric Trauma status.</li> <li>Establish partnership with Anne and Robert H. Lurie Children's Hospital to enhance local ambulatory and hospital services to children and their families</li> <li>Continue to recruit key pediatric fellowship trained subspecialists</li> </ul>	<ul style="list-style-type: none"> <li>Emergency department designated by State of Illinois as Level II Pediatric Trauma (2018)</li> <li>Lurie partnership established and implemented FY18. Pediatric Urology, Pediatric Hematology/Oncology, Pediatric Plastic Surgery, Pediatric Cardiovascular services provided in Rockford.</li> <li>Pediatric Infectious Disease, Pediatric EEG, and Pediatric ED services available in Rockford via telemedicine services</li> <li>Recruitment plan developed and ongoing recruitment occurring</li> </ul>

<p><b>Provide job training and employment opportunities to disabled young adult community members</b></p>	<ul style="list-style-type: none"> <li>• In collaboration with the Illinois Department of Human Services and RAMP, a Rockford not-for-profit organization devoted to improving the lives of individuals with disabilities, establish the Project SEARCH program with Mercyhealth Rockton Avenue as the host business</li> </ul>	<ul style="list-style-type: none"> <li>• Program established</li> <li>• School districts include Belvidere, Harlem, Ogle, and Hononegah</li> <li>• In May, 2018 11 students will graduate from program</li> <li>• 8/18 next group of students begin program</li> </ul>
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