

MERCYHEALTH HARVARD
COMMUNITY BENEFIT PLAN
2020-2023 IMPLEMENTATION PLAN

Strategic Objective: Based on priorities established by the Harvard community study, Mercyhealth will develop and implement a multifaceted community benefit plan to improve the overall health and well-being of residents in the primary service area.

| STRATEGIES | TACTICS | MEASURE/STATUS |
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| <p>Improve the general health of individuals living in the primary service area</p> | <p>Access:</p> <ul style="list-style-type: none"> ▪ Continue to develop and offer various access sites and venues for needed medical specialties and services | <ul style="list-style-type: none"> ▪ Mercyhealth Services currently offered in Harvard: <ul style="list-style-type: none"> ▪ Inpatient: <ul style="list-style-type: none"> ▪ Critical access hospital ▪ Inpatient rehabilitation ▪ Family medicine ▪ Laboratory service ▪ Diabetes therapies ▪ Occupational health & medicine ▪ Pediatrics ▪ Weight management ▪ Cardiology ▪ Gastroenterology ▪ General surgery ▪ Pulmonology ▪ Vascular surgery ▪ Ophthalmology ▪ Podiatry ▪ Physical therapy ▪ Occupational therapy ▪ Hospice ▪ Home medical equipment & supplies ▪ Treatment coordination ▪ Outpatient <ul style="list-style-type: none"> ▪ Family medicine |

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| | | <ul style="list-style-type: none"> ▪ Laboratory services ▪ Diabetes therapies ▪ Occupational health & medicine ▪ Pediatrics ▪ Weight management ▪ Cardiology ▪ Gastroenterology ▪ General surgery ▪ Sleep medicine ▪ Pulmonology ▪ Ophthalmology ▪ Heart & vascular medicine ▪ Podiatry ▪ Physical therapy ▪ Occupational therapy ▪ Pain management ▪ Home health ▪ Hospice ▪ Home medical equipment & supplies ▪ Respite care ▪ Long term skilled nursing care ▪ Sub-acute rehab therapies |
| | <ul style="list-style-type: none"> ▪ Monitor current rotating physician specialties to ensure proper utilization and fulfilling of community needs | <ul style="list-style-type: none"> ▪ Monitor patient outmigration to assess physician need |
| | <p>Health Improvement and Maintenance:</p> <ul style="list-style-type: none"> ▪ Proactively manage Harvard’s Medicare population through ACO initiatives focused on preventive care. | <ul style="list-style-type: none"> ▪ Annual wellness visits ▪ Other screening and compliance measures |

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| | <ul style="list-style-type: none"> ▪ Promote use of My Chart patient portal as a communication vehicle/tool for patients and physicians to enhance access and compliance | <ul style="list-style-type: none"> ▪ Monitor patient activation rate |
| | <ul style="list-style-type: none"> ▪ Continue to offer a wide array of community educational health and screening programs ▪ Provide community support through monetary donations, volunteer time and donations of various goods ▪ Continue partnering with the Community Health Partnership of Illinois Harvard Clinic | <ul style="list-style-type: none"> ▪ Community health education and screenings: <ul style="list-style-type: none"> ▪ Body image education at local high schools ▪ Blood pressure screening clinics ▪ Stroke education programs ▪ Heart health programs ▪ Nutritional education ▪ Health care career development with local high schools ▪ Mercyhealth open house/health fair ▪ Community health fair at local high school ▪ Donations: <ul style="list-style-type: none"> ▪ PADS Shelter ▪ Giving Tree ▪ Hats & Mittens Drive ▪ Local food pantries ▪ Community Education Foundation ▪ Harvard Chamber of Commerce ▪ Society of St. Vincent De Paul ▪ Harvard EMS ▪ Clinic utilization and increased low to no cost health care services for all residents of Harvard |
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| <p>Improve the health status of individuals with chronic illnesses and promote healthy lifestyles through educational offerings</p> | <p>Cardiovascular, respiratory and diabetic chronic illnesses</p> <ul style="list-style-type: none"> ▪ Obesity education <ul style="list-style-type: none"> ▪ Community health fairs in the area ▪ Smoking cessation <ul style="list-style-type: none"> ▪ Smoking cessation program for employees ▪ Physicians provide smoking cessation materials to adult patients ▪ Hypertension and high cholesterol awareness and education <ul style="list-style-type: none"> ▪ Free blood pressure checks and educational materials at Mercyhealth locations and health fairs ▪ Participate in National Cholesterol Education Month | <ul style="list-style-type: none"> ▪ Partner with community organizations to educate the public and address these issues ▪ Monitor the number of presentations and events we participate in ▪ Monitor the number of stop smoking wellness program ▪ Monitor the number of community events for smoking cessation ▪ Number of free screening programs ▪ Number of health fairs ▪ Number of community events |
| <p>Improve the health of patients with specific needs including: mental health, substance abuse and geriatric health needs</p> | <p>Mental health</p> <ul style="list-style-type: none"> ▪ Provide referrals to the Mercy Options Program ▪ Partner with community programs for additional services <p>Substance abuse</p> <ul style="list-style-type: none"> ▪ Partner with local drug and alcohol prevention programs ▪ Offer educational materials on drug and alcohol abuse | <ul style="list-style-type: none"> ▪ Currently working with NAMI to establish on site program and services ▪ Participate in a number of community partnerships and events ▪ Partner with McHenry County Substance Abuse Coalition |

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| | <p>Geriatric services</p> <ul style="list-style-type: none"> ▪ Provide education and referrals to community resources ▪ Attend senior fairs to offer screenings and information on services available in the community | <ul style="list-style-type: none"> ▪ Increase in utilization of services such as HME, home health, and hospice ▪ Partner with the Harvard Senior Center for programs and education ▪ Monitor the number of community events and attendance at each |
| Reduce likelihood of opioid addiction beginning and/or continuing | <ul style="list-style-type: none"> ▪ Monitor opioid prescribing among physicians ▪ Offer provider education ▪ Offer addiction counseling | <ul style="list-style-type: none"> ▪ Review regular reports to look for outlier prescribers ▪ Monitor number of educational courses offered |

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| <p>Response to COVID-19 to effectively care for the needs of our community and to ensure up-to-date education and preparedness during a pandemic</p> | <p>Provide alternative education to Emergency Medical Services (EMS) personnel</p> <ul style="list-style-type: none"> • Coordinate with local, regional and state organizations regarding EMS surge planning, response, and information sharing • Enhanced safety and treatment protocols by our EMS System and the REACT air medical critical care transport program • Expanded telemedicine services to increase virtual access for our patients and allow EMS crews to be available for those with critical illnesses during pandemic • Enhanced education and universal precautions updates for EMS crews during this pandemic to ensure safety of first responders as well as safety to patients • Expanded COVID 19 response, screening, and effective transport of patients suspected of or confirmed for COVID-19 by EMS Crews and Public Service Answering Points (911 Operators) to provide early identification to EMS crews and receiving facilities and appropriate transport to Emergency Dept. <p>SAFE CARE COMMITMENT: Reassure patients that Mercyhealth has taken extra safety precautions to ensure the health and safety of our patients is our top priority</p> <ul style="list-style-type: none"> • Enhanced Cleaning • Masking • Screening • Social Distancing | <ul style="list-style-type: none"> • Multiple EMS providers have been credentialed to function by the Mercy EMS Medical Director to ensure continuity of the Emergency Medical System. • Frequent communication between EMS leadership and the Mercyhealth Pre-hospital and Emergency Services Center to provide real time updated information <ul style="list-style-type: none"> • Internal Marketing Campaigns - Safe Care Commitment: banners; elevator fliers; E-newsletter; leadership and all employee emails • Provider videos – numerous physicians creating social media videos to address COVID 19 concerns and questions • Community Education on “How to Safely Wear a Mask: - video created; social media and website post |
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