



Adventist GlenOaks Hospital 2014-2016 Community Health Plan

The Adventist Midwest Health Hospitals listed below conducted a Joint Community Health Needs Assessment (“CHNA”) in 2013. This Joint Community Health Plan identifies each Hospital’s planned programs, services and outcome measures based on prioritized Community Health Need. Jointly and collaboratively, Adventist Midwest Hospitals serve our Regional Community Members with keen focus on their own identified health needs.

Adventist Bolingbrook Hospital:

500 Remington Boulevard; Bolingbrook, IL 60440

Adventist GlenOaks Hospital:

701 Winthrop Ave; Glendale Heights, IL 60139

Adventist Hinsdale Hospital:

120 N. Oak St.; Hinsdale, IL 60521

Adventist La Grange Memorial Hospital:

5101 S. Willow Springs Rd.; La Grange, IL 60525

With oversight by a Community Health Needs Assessment Committee, the Assessment analyzed the health-related needs of our broad community as well as those of low-income, minority and underserved populations. The Assessment includes both primary and secondary data.

The Community Needs Assessment Committee, Hospital Leaderships and the Hospital Boards reviewed the needs identified in the Assessment. Using the Priority Selection processes described in the Assessment, the Committee identified the following issues as those most important to the communities served by our Hospitals. The Hospital Boards approved the priorities and the full Assessment.

With a particular focus on these priorities, the Committee helped Adventist Midwest Health Hospitals develop this Community Health Plan (“CHP”) or “Implementation Strategy.” The CHP lists targeted interventions and measurable outcome statements for each effort. Many of the interventions engage Community Partners. The Plan was posted by May 15, 2014 at the same web location noted below.

Adventist Midwest Health Hospitals’ fiscal year is January – December. For 2014, the CHP will be deployed beginning May 15 and evaluated at the end of the calendar year. In 2015 and beyond, the Plan will be implemented and evaluated annually for the 12-month period beginning January 1 and ending December 31. Evaluation results will be posted annually and attached to our IRS Form 990.



Access to Care (financial need and awareness)

Influenza Vaccination (18 to 64 years old)

Pneumococcus Vaccination (65 years and older)

Hypertension (18 years and older)

¹The full Community Health Needs Assessment can be found at www.keepingyouwell.com under the Community Benefit heading.

²It is important to note that the Community Health Plan does not by any means include all Community Benefit activities. Those activities are also included on Schedule H of our Form 990.

Measures Not Finally Selected for Priority: The following measures were not finally selected for priority based on the following:

Access to Healthcare : *Access to Primary and Secondary Services – Adventist Bolingbrook Hospital*

Rationale: *During this assessment period, Adventist Bolingbrook Hospital, in conjunction with VNA, opened a Federally Qualified Healthcare Center on the hospital campus, increasing healthcare access to primary and secondary health services for those community members with financial need.*

Prevention and Management of Chronic Care Issues : *Heart Disease [blood cholesterol levels]*

Rationale: *While this tested well on the Impact Analysis Matrix, using the Decision Tree, it was determined that this is a commonly available prevention measure at most surrounding providers. It is frequently a part of community health fairs and routine physician visits.*

Behavioral Health and Substance Abuse

Rationale: *Adventist Midwest Health provides comprehensive inpatient programs for behavioral health (Adventist GlenOaks Hospital and Adventist Hinsdale Hospital) and outpatient programs for both behavioral health and substance abuse (Adventist Hinsdale Hospital). Serving the Adventist Midwest Health Community, the Hospitals support County initiatives to bring these necessary services to those in need. Prioritizing Access to Care as one of the selected Health Priorities will assist Adventist Midwest Health in extending services for those who currently lack such access.*

About Adventist Midwest Health

Adventist Midwest Health is a Member of Adventist Health System, the largest not-for-profit protestant health care provider in the Nation. Adventist Midwest Health Hospitals in Illinois include Adventist Bolingbrook Hospital; Adventist GlenOaks Hospital; Adventist Hinsdale Hospital, and Adventist La Grange Memorial Hospital.

As not-for-profit hospitals, Adventist Midwest Health continues the tradition of providing benefit to the community, with the ultimate goal of improving community health and increasing access to care. All of the net income (profit margin) generated by the hospitals are reinvested back into hospital programs and services. This benefits the patients and communities we serve instead of individual owners or shareholders.

Adventist GlenOaks Hospital
2014 - 2016 Community Health Plan

OUTCOME GOALS						OUTCOME MEASUREMENTS					
CHNA Priority	Outcome Statement	Target Population	Strategies/Outputs	Outcome Metric	Current Year Baseline (2013)	Year 1 Outcome Goal - #	Year 1 Outcome 1/1/14-12/31/14	Year 2 Outcome Goal - #	Year 2 Outcome 1/1/15-12/31/15	Year 3 Outcome Goal #	Year 3 Outcome 1/1/16-12/31/16
Access to Healthcare (lack of access)											
Meds on Discharge Adventist GlenOaks Hospital; Adventist Hinsdale; Adventist La Grange Memorial Hospital (added in 2015)	Provide indigent individuals with medications needed to support health needs upon discharge from the hospital.	Uninsured Individuals	Case management, nursing care providers and pharmacy work jointly to determine threshold for need and provide medications for qualifying patients prior to discharge.	# of patients benefiting from free medications upon discharge; cost of medications provided	Adventist GlenOaks Hospital = \$3662.37; Adventist Hinsdale Hospital = \$28,299.60; 140 patients	Regional = \$6,000	AGH - costs =\$2,449.66, 271 patients; AHH - \$31,237.08; 159 patients	To be determined			
Readmission Prevention Adventist Hinsdale Hospital; Adventist La Grange Memorial Hospital; Adventist GlenOaks Hospital; Adventist Bolingbrook Hospital	Provide resources at no charge that were otherwise not available to manage chronic health problems during and following hospitalization	patients with CHF; Pneumonia; COPD	Provide multiple hospital programs/services, as well as Community Partnership with Aging Care Connections; Support services programs; post-acute Care Consortium; Inpatient triage of high-risk patients; Education and Teaching Programs; Family Residency Program; Case Management Initiatives	Readmission rates	Hinsdale- 10.5 %; La Grange - 15.0%; GlenOaks- 19.4%; Bolingbrook- 13.8%	Below State of IL Benchmark (currently 14.1%)	AHH - 13.65%; ALMH -15.53%; AGH -22.56%; ABH - 19.73% (Data available for patients discharged through Oct 2014)	Hinsdale- 10.5 %; La Grange - 15.0%; GlenOaks- 19.4%; Bolingbrook- 13.8%			

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Access to Care - Residency Adventist La Grange Memorial Hospital	Eligible uninsured individuals enrolled in Community Nurse Association (CNA) will receive care at the La Grange Family Medicine Center Clinic La Grange Family Medicine Center will provide physician support at CNA FQHC (2015)	Uninsured Individuals	Maintain partnership with Community Nurse Association to promote Access to Care Program	# of individuals receiving care at the La Grange Family Medicine Center through the Community Nurse Association; # of Physician and Nurse hours to support program needs Physician hours (2015)	223	250	Stopped participating as of 6/30/14 as CNA established a FQHC; only 4 visits between 1/1/14 and 6/30/14; revise goal for 2015	360 physician hours			
Access Du Page - Residency Adventist Hinsdale Hospital	Eligible uninsured individuals enrolled in Access DuPage will receive care at the Hinsdale Family Medicine Center Clinics	Uninsured Individuals	Maintain partnership with Access DuPage to promote Access to Care Program	# of individuals receiving care at the Hinsdale Family Medicine Center through the Access Du Page; # of Physician and Nurse hours to support program needs # of encounters (2015)	Number of encounters 1360; Amount that would be billed \$57,707	Number of encounters 1400; Amount that would be billed - \$60,000	Number of encounters 187; Amount that would be billed - \$34,207	220 encounters			

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Free Physician Health Services Adventist Hinsdale Hospital	Patients will receive care at the Family Medicine Centers without regard to ability to pay.	Individuals unable to pay for healthcare (uninsured; underinsured)	Do not turn patients away secondary to method of payment	% Medicaid; % Uninsured	60% Medicaid; 2% Uninsured	62% Medicaid; 2% Uninsured	63% Medicaid; 2% Uninsured	64% Medicaid; 2% Uninsured			
Free Physician Health Services Adventist La Grange Memorial Hospital	Patients will receive care at the Family Medicine Centers without regard to ability to pay.	Individuals unable to pay for healthcare (uninsured; underinsured)	Do not turn patients away secondary to method of payment	% Medicaid; % Uninsured	58% Medicaid; 2% Uninsured	60% Medicaid; 2% Uninsured	57% Medicaid; 1% uninsured	60% Medicaid; 2% Uninsured			
Free Vaccines Adventist Hinsdale Hospital	Patients needing vaccinations will receive free vaccines through the Hinsdale Family Medicine Center (Vaccines provided by the Illinois Department of Public Health)	Uninsured Individuals; children 0-18	Maintain partnership with the Illinois Department of Public Health Vaccination Program	# of individuals receiving vaccinations at the Hinsdale Family Medicine Center; # of vaccinations given	for children: 2100 kids 0-18; # of vaccines to be reported	for children: 2200 kids 0-18; # of vaccines to be reported	1309 kids 0-18; 3796 immunizations	1500 kids 0-18; 4000 vaccines			
Residency Program Adventist Hinsdale Hospital	Community members will have access to trained, competent physicians	Community members at large	Operate two accredited Residency Programs	# of Residents graduating; # of Residents practicing in the AMH community upon graduation	9 Graduates; 0 Practicing in AMH	9 Graduates; 5 Practicing in AMH	9 Graduates; 5 Practicing in AMH	9 Graduates; 5 Practicing in AMH			
Residency Program Adventist La Grange Memorial Hospital	Community members will have access to trained, competent physicians	Community members at large	Operate two accredited Residency Programs	# of Residents graduating; # of Residents practicing in the AMH community upon graduation	7 Graduates; 1 Practicing in AMH	7 Graduates; 2 Practicing in AMH	7 Graduates; 2 Practicing in AMH	7 Graduates; 2 Practicing in AMH			

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RN to BSN Program Adventist Hinsdale Hospital; Adventist La Grange Memorial Hospital; Adventist GlenOaks Hospital; Adventist Bolingbrook Hospital (added in 2015)	Community members will have access to trained, competent nurses	Community members at large	Operate a RN to BSN Program	# of participating RNs; Total dollars expended	\$185,000; 68 RNs participated	\$375,200; 80 participated	\$195,350; 54 students participated	To be determined			
Obstetrical Services Adventist Hinsdale Hospital	Provide Obstetrical Services to patients with financial need and access needs	Uninsured and underinsured individuals	Provide access to obstetrical care for patients with financial need	# of patients receiving care at the Hinsdale Family Medicine Center	200	200	143	160			
Obstetrical Services Adventist La Grange Memorial Hospital	Provide Obstetrical Services to patients with financial need and access needs	Uninsured and underinsured individuals	Partner with Community Nurse Association and VNA to provide access to obstetrical care for patients with financial need	# of patients receiving care at the La Grange Family Medicine Center	97	110	86	120			

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Access to Healthcare [lack of awareness of services]											
Community Awareness Adventist Bolingbrook Hospital	Adventist Bollingbrook Hospital will participate in Will County Mapp initiative to develop and implement comprehensive Community Health Needs Assessment and to participate collaboratively in ongoing planning initiatives to improve the health of the Community.	The uninsured and underinsured population in Will County.	Participate in MAPP for Will County	Financial contribution and participation in health planning initiatives	ABH contributed \$10,000 to the MAPP operational budget.	Contribute \$10,000 to MAPP . Host additional forum and/or focus group for \$5-\$7,000	ABH has continued to be a working member of the MAPP initiative; a \$10,000 contribution was made again and ABH assisted in the planning of several focus groups and forums	\$10,000 in funding			
Community Awareness Adventist Bolingbrook Hospital	Increase access to care through availability of free and low-cost wellness and prevention services.	Community members at large	Participate in community health fairs and screenings	# of health fairs and screenings; # health lectures	25 health events; No lectures	32 health events; Sponsor 2 Lectures	ABH sponsored or participated in a total of 64 community lectures, health fairs and screenings this past year. Wellness and stroke prevention information was also distributed at many of these events	50 health events; 4 lectures			

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Community Awareness Adventist Bolingbrook Hospital	Develop and distribute educational materials to define available services and promote wellness.	Community members at large	Expand quarterly newsletter mailing list	# of people on mailing list	Currently the newsletter reaches about 50,000 residents	Increase newsletter distribution in primary and secondary service areas up to 5%.	Increased to 52,000 residents; stacks of newsletters distributed at several functions and sites	53,500 residents			
Resources for Uninsured: Awareness Adventist Bolingbrook Hospital	Promote use of FQHC services for individuals with medical needs who do not have the resources to pay for them.	The uninsured and underinsured population in Will County.	Educate uninsured individuals about the services provided by VNA, on-site FQHC at ABH. Assist them with making appointments and registration.	# of individuals utilizing VNA, FQHC on campus # of encounters (2015)	Annualized: 8000 patients served	8,880 served	13,082 encounters; 4,243 patients	14,000 encounters; 4400 patients			
Influenza Vaccination [18-64 years]:											
Education to the Community Adventist Hinsdale Hospital; Adventist La Grange Memorial Hospital; Adventist GlenOaks Hospital; Adventist Bolingbrook Hospital	Provide relevant information regarding vaccinations to promote compliance with Centers for Disease Control vaccination recommendations	Individuals in the AMH Community	Provide website information	website clicks/views	Not Applicable: Program not initiated in 2013	100 website clicks/ views;	Did post in August about National Immunization Awareness month on all websites including AMH - "Vaccines aren't just for kids!" Established "Keeping Our Community Well" page for each hospital website in Dec 2014 ; page has section for current vaccination awareness and education articles; Signs posted in lobby at AGH direct people to get their flu shots	200 website views Semi-annually, update information posted			

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Vaccination rates - GlenOaks sponsored Health Fairs Adventist GlenOaks Hospital	Increase flu vaccination rates in the surrounding community, eliminating potential access and cost barriers for families.	Individuals in the Adventist GlenOaks Hospital Community	Offer patrons of the Glendale Heights Family Health & Safety Fair flu vaccinations; Offer flu vaccinations to other interested community groups	# of patients vaccinated	300 for 2013 fair	500	550 free flu vaccines	600 free flu vaccines			
Inpatient Vaccination Adventist GlenOaks Hospital	Implement inpatient vaccination program to afford all Adventist GlenOaks Hospital inpatients the choice for receiving the flu vaccination.	Adventist GlenOaks Hospital inpatients	Offer inpatient vaccination program	To meet or exceed the AHS standard of 95% or more of inpatient individuals vaccinated for the flu	2013 - 96% inpatient vaccination rate achieved	95% or more of inpatient individuals vaccinated for the flu	89.4% (through November 30, 2014)	95% or more of inpatients vaccinated for the flu			
Pneumococcus Vaccination (65 +):											
Education to the Community Adventist Hinsdale Hospital; Adventist La Grange Memorial Hospital; Adventist GlenOaks Hospital; Adventist Bolingbrook Hospital	Provide relevant information regarding vaccination to promote compliance with Centers for Disease Control vaccination recommendations	Individuals in the AMH Community	Provide website information	website clicks/views	Not Applicable: Program not initiated in 2013	100 website clicks/Views	Did post in August about National Immunization Awareness month on all websites including AMH - "Vaccines aren't just for kids!" Established "Keeping Our Community Well" page for each hospital website in Dec 2014 ; page has section for current vaccination awareness and education articles	200 website viewsSemi-annually, update information posted			

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Physician Education Sessions Adventist GlenOaks Hospital	Increase the knowledge of Community Seniors regarding age-related medical needs; Improve compliance with recommended annual flu vaccine for Senior Citizens.	Residents in senior and assisted living communities in primary and secondary service areas	Offer Physician Education sessions	# of talks given to various communities	12 per year	12 per year	12 to-date	12/year			
Patient Centered Medical Home Adventist Hinsdale Hospital	Pneumococcus vaccination rate in patients over 65 will increase based on recruitment efforts. Increase pneumococcus vaccination rate in patients over 65 (2015)	Patients of the Hinsdale Family Medicine Center	Participate in Patient Centered Medical Home Quality Improvement Project	% of patients over 65 who received vaccine after recruiting efforts # of patients who received vaccination (2015)	20	to be reported	28 patients provided with the vaccine	35 patients will receive vaccine			
Hypertension [over 18 y/o]:											
Healthy You Adventist Hinsdale Hospital; Adventist La Grange Memorial Hospital; Adventist GlenOaks Hospital; Adventist Bolingbrook Hospital	Implement the AMH 2014 Healthy You Lifestyle Transformation Program	AMH Employees	Conduct monthly wellness sessions; computer-based learning; monthly blood pressure, weight and BMI checks and access health tips and nutrition experts	Percentage of AMH Employees Actively Participating in the Program	Not Applicable: Program not initiated in 2013	Measurable goal not initially defined; new program	17%; 848 participants	1000 participants			

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Creation Health Videos AHP Practices	Educate patients receiving care in an Adventist Health Partner Office using Creation Health concepts for healthy living	AHP patients	Provide Creation Health Video education in AHP offices	Implementation in AHP Offices	Not Applicable: Program not initiated in 2013	Implement video in 50% of AHP practices	Implemented in 6 pilot sites	To be determined			
Post Discharge - Creation Health/Chronic Disease Management Adventist Hinsdale Hospital; Adventist La Grange Memorial Hospital; Adventist GlenOaks Hospital; Adventist Bolingbrook Hospital	Implement Stanford Chronic Disease Self Management Program (six-week post discharge education program) in alignment with teachings of Creation Health	Post discharge patients and community members with chronic disease conditions	Offer Stanford Chronic Disease Self Management Program	# of persons completing the program	1 workshop held with 13 persons completing the program; 2 persons trained as leaders	Measurable goal not initially defined; new program	2 workshops held with 21 persons completing the program.; 13 persons trained as leaders	80 persons completing the program			
Education to the Community Adventist Hinsdale Hospital; Adventist La Grange Memorial Hospital; Adventist GlenOaks Hospital; Adventist Bolingbrook Hospital	Provide relevant information to increase awareness of the risks of hypertension and the need for appropriate medical intervention.	Community adults	Provide website information	website clicks/views	Not Applicable: Program not initiated in 2013	100 website clicks	Established "Keeping Our Community Well" page for each hospital website in Dec 2014. Will begin to post info re: hypertension awareness in Jan 2015	200 website viewsSemi-annually, update information posted			

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Nurse is In Adventist GlenOaks Hospital	Assist local seniors in managing and monitoring their blood pressure levels	Seniors who visit AGH nurses during monthly "The Nurse Is In" sessions at the Glendale Heights Center for Senior Citizens	Provide consistent opportunity for local seniors to check their blood pressures	# of blood pressures checked	15 per month	20 per month	20 per month	20 per month			
Screenings; Health Fairs; Educational events Adventist Bolingbrook Hospital	Provide blood pressure screenings to local community, targeting adults and seniors. Increase awareness of the risks of hypertension and recommend appropriate medical care to anyone who presents with elevated blood pressure. Combat the "silent killer."	Community members who may not monitor their blood pressure and may not be aware of the health risks associated with hypertension.	Participate in community health fairs and screenings	# of health fairs and screenings; # health lectures # of BP screenings (2015)	25; No lectures	32; Sponsor 2 Lectures	64 community physician lectures, health fairs and screenings; including 5 Blood Pressure screenings; now including hypertension and stroke information as ABH is working to become a Certified Stroke Center	50 health events to include 10 BP screenings; 4 lectures			
Patient Centered Medical Home Adventist Health Partners	Provide resources necessary to manage chronic health problems impacting overall health of adult population	Patients of Adventist Health Partners (primary care practices only)	Provide chronic disease management quality improvement strategies	Percent of patients with Hypertension within acceptable limits	Program not initiated	% of patients greater than or equal to 66%	67.30%	72.00%			