

# Deaconess Illinois Crossroads

## Community Health Needs Assessment Action Plan 2024

**HEALTH EDUCATION: Improve the community's overall health education through health promotion screenings and events in chronic disease management, cancer screenings, and health education.**

CHNA Action	Hospital Tactic	Status	Owner
Review patient educational documents to ensure understandable explanations of the patient's condition, care, and treatment.	Implementation of Epic. Access to health screening tools, new patient education materials and others.	Done	CNO/ACNO/IT/DHS Team
	Brochures created for various conditions, i.e. CHF and pulmonary and cardiac rehab education	Done	
	Social media education/posts for diabetes and other conditions such as stroke, breast cancer, colon cancer, etc	Done	
Improve access to patient's health information to address concerns and internal facility service opportunities, such as communication of results, etc., were among the top five opportunities identified by the onsite community group.	Launch MyChart with Epic implementation. Educate providers, community, patients about benefits and how to enroll	Ongoing	Registration, Clinics, Providers, Nursing
Health fairs in the community.	Senior Wellness Health Fair sponsored by state representatives.	Done	Marketing, Case Management
	Spring health fair for all patients of all ages.	Done	
Increase free or low-cost cancer screenings in the community. Implement programs to reduced risk of cancer including women's prevention services	Radiology lung cancer screenings Low dose lung CT services marketed through social media posts and internal fliers	In process	Marketing, Imaging
	Breast Cancer Awareness Community education for mammography and self scheduling	Done	Marketing, Imaging
	Smoking cessation brochures and promote Illinois Quit line given to all smokers who are inpatients and distribute at health fairs.	Done	Cardiopulmonary

	Facebook event during Great American SmokeOut to provide smoking cessation resources to the community	Done	Marketing
	Low cost or free exercise program – offered Walk with a Doc in summer months	Done	Clinics, Marketing
	Medicare Wellness Exams scheduled by the clinics and requested for all applicable patients	Ongoing	Clinics
Investigate a partnership with local schools utilizing employees to educate students on the benefits of diet and exercise, strategies to improve their physical and mental health, chronic diseases and management, and exposure to health careers and job opportunities at Heartland.	Collaborate with local schools and colleges to promote sports fitness, injury prevention and treatment	Ongoing	CAO
	Fund the Rend Lake College Athletic Training Room	Done	CAO
	Provide physicians and APPs to attend sporting events to respond to potential injuries and provide immediate treatment as needed	Done	CMO
	HR to attend local high schools and colleges to make students aware of job opportunities	Done	HR
Rebranding the facility in the community to improve awareness of services and changes made since becoming a non-profit member of Deaconess Health.	Branding Deaconess Illinois logo. Using Deaconess templates and branding standards. Referencing Deaconess Illinois in content when regional services or physicians are involved.	Ongoing	Marketing
<b>ACCESS TO CARE: Improve access to care by continuing to recruit and retain providers for specialty care clinics, mental health provision, and substance abuse treatment/services.</b>			
Evaluate the primary and specialty care services needed in the community. Potentially recruit or provide those services through Deaconess Health partnerships.	<p>Access to specialty care services was among the top five identified problems in the community related to health or a healthy lifestyle. Additional services desired included endocrinology, neurology, rheumatology, OB, oncology, pediatrics and social work</p> <p>Recruitment of primary care and specialists currently underway:</p> <ul style="list-style-type: none"> <li>Primary Care</li> <li>Neurology</li> <li>Orthopedics</li> <li>Pulmonary/Critical Care</li> </ul>	<p>Oncology – Done</p> <p>Neurology – underway</p> <p>Others – in process</p> <p>Ongoing – Dr. Pyagay</p> <p>Done – Dr. Hornik</p> <p>In process</p> <p>In process</p>	CMO/Recruiter

	<p>Evaluating opportunities for telemedicine visits</p> <ul style="list-style-type: none"> <li>• Infectious Disease</li> </ul>	In process	
Evaluate the mental and substance abuse services provided in the community and the need for additional providers/services. Work with community partners and Deaconess Health to ensure gaps are filled as possible	Explore future behavioral health and substance abuse initiatives planned in partnership with DHS	In process	
Evaluate internal processes within DI Crossroads to ensure the best customer experience	<p>Implement Deaconess Playbook to improve patient experience</p> <p>Evaluate collaboration with Custom Learning for staff education and processes to promote a culture of kindness and hospitality</p> <p>Develop projects to improve experiences</p> <ul style="list-style-type: none"> <li>• Kiosk for self registration</li> <li>• Self scheduling</li> </ul>	<p>Done</p> <p>Done</p> <p>Ongoing Done Done</p>	<p>CNO/RDQ</p> <p>CAO</p> <p>Registration, Epic team</p>
Work with current providers in the service market area to retain their services to Deaconess Illinois Medical Center and the community.	<p>Foster a supportive culture by ensuring leaders actively engage with providers through regular check ins and open door policies.</p> <p>Promote inclusion by encouraging interdisciplinary teamwork to build a sense of camaraderie among physicians, APPs, nurses and front-line staff.</p> <p>Optimize work-life balance by monitoring workload and ensure adequate staffing.</p> <p>Invest in professional growth.</p> <p>Provide competitive compensation, with performance bonuses and incentives.</p> <p>Provide recognition and feedback. Conduct annual reviews focused on constructive feedback and goals.</p>	<p>In process</p> <p>In process</p> <p>In process</p> <p>In process</p> <p>Done</p> <p>In process</p>	CMO, Regional Director Practice Management

	<p>Improve work environment by providing up to date technology and workspaces that support efficient and effective care delivery. Optimize workflow. Use technology such as ABridge to maximize efficiency.</p> <p>Conduct exit interviews and monitor retention metrics.</p>	<p>In process</p> <p>In process</p>	
<b>COMMUNITY COLLABORATION: Improve community coordination by developing and maximizing health service partnerships.</b>			
Support and participate in the inner agency group meeting in the community (if one exists) or develop this group to ensure agencies understand what each does and the priorities they are working on. This will potentially reduce duplication of services and allow more agency collaboration. Investigate developing or renovating a resource guide to assist agencies and patients/residents in finding needed resources.	A resource guide for services available in the area communities was created. It is updated yearly with hard copies distributed. Patients are given the resource guide to help in choosing providers of service, access support and other resources.	Done	Case Management
	Joined MACC, the local community group, to improve awareness of services	Done	Case Management/ Marketing
	Allow community groups to utilize conference room space for community meetings	Done	Administration
Support local agencies that address food insecurity, such as local food pantries. Investigate budgeting dollars for this and leverage social media channels to raise awareness of these agencies and solicit potential donors.	Donate food monthly to Life Boat Alliance homeless shelter	Done	Nutrition Nutrition
	Consider donation to Family Life Church's shelter as well.	In process	Employee Engagement
	Food drives to support homeless shelter and others	Done	Employee Engagement
	Collect gifts for children – Toys for Kids	Done	Employee Engagement