

Deaconess Illinois Medical Center

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, pulmonary and cardiac rehab education, cardiology "heart start,"	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.	Sponsored health fair at Miners game with education and assessment for health needs	Done	Marketing, Case Management
	Carbondale and Marion health fairs focused on senior health	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 – November/December 2024	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. Facebook event during Great American	Done	Cardiopulmonary

	SmokeOut to provide smoking cessation resources to the community	In process	Marketing
	Low cost or free exercise program by promoting walking path behind hospital	In process	Clinics
	Medicare Wellness Exams scheduled by the clinics and requested for all applicable patients	Ongoing	
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
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.			
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 palliative care, preventative care, and oncology:</p> <p>Continued recruitment of primary care and specialists.</p> <ul style="list-style-type: none"> • General Surgery • Primary Care • Neurology • Orthopedics • Pulmonary/Critical Care • Endocrinology • Urology 	<p>Ongoing</p> <p>Done</p> <p>Ongoing</p> <p>Done</p> <p>Done</p> <p>Done</p> <p>In process</p> <p>In process</p>	CMO/Recruiter

	<ul style="list-style-type: none"> Gastroenterology <p>Evaluating opportunities for telemedicine visits</p> <ul style="list-style-type: none"> Infectious Disease Palliative Care Oncology 	<p>In process</p> <p>In process Done Pending Pending</p>	
Support for patients with chronic diseases (diabetes, cancer, heart disease)	Telehealth home monitoring services launched in 2024	Done	Nursing/Case Management
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	<p>Hired social worker</p> <p>Explore future behavioral health and substance abuse initiatives planned in partnership with DHS</p>	<p>Done</p> <p>Pending</p>	Case Management
Develop tertiary services to allow patients to access care closer to home	<p>The onsite community group's top aspiration was to keep high-quality, compassionate healthcare available locally, including primary and specialty care services:</p> <p>Develop and implement a dialysis program</p> <p>Develop and implement expanded orthopedic services and dedicated unit</p> <p>Develop and implement expanded neurology services and dedicated unit</p> <p>Develop an Infusion Center (for cancer and other services)</p>	<p>Done</p> <p>Done</p> <p>Done</p> <p>In process</p>	<p>CNO</p> <p>CNO/COO</p> <p>COO/CNO</p> <p>COO/CNO</p>
Evaluate internal processes within DIMC to ensure the best customer experience addressing concerns and internal facility service opportunities, such as registration processes, communication of results, etc., were among the top five opportunities identified by the onsite community group.	<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>	<p>Done</p> <p>Currently sharing leader learning modules</p> <p>In process</p>	<p>CNO/RDQ</p> <p>CAO</p> <p>RQD</p>

	<ul style="list-style-type: none"> • Kata ED flow project • Kiosk for self registration • Self scheduling 	<p>Done</p> <p>Done</p> <p>Ongoing</p>	ED, Quality, Registration, Epic team
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>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> <p>In process</p> <p>In process</p> <p>Done</p> <p>In process</p> <p>Underway</p> <p>In process</p>	CMO, Regional Director Practice Management
COMMUNITY COLLABORATION: Improve community coordination by developing and maximizing health service partnerships.			
Support and participate in the economic development committee in the community to create partnerships that will support the community's needs, such as access to jobs, access to healthy foods, transportation needs, housing needs, etc.	<p>Members of and support local Chamber of Commers</p> <p>CAO and other leaders serve on multiple state and local agency boards, such as for hospice, local emergency management, hospital association and others.</p>	<p>Done</p> <p>Done</p>	Outreach Director, Senior Leaders, Marketing Senior Leaders

	Donations to support hospice care and services, scholarships for student education, SIU foundation, CenterPointe a 5K mental health awareness, and others	Done/ongoing	Senior Leaders
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
	A Community Resource Fair (Vendor Fair) was sponsored by DIMC with booths from multiple local agencies to make each other and the community aware of resources.	Done	Case Management/ Marketing
	Join the local community group to improve awareness of services	In process	Case Management, Marketing
	Sponsor annual "Sensitive Santa" for families with members on the autism spectrum	Done	HR
Develop charity care policy education for the community and share with providers.	Review Charity Policy considering change in for profit status to match state and federal guidelines and post on website	In process	Finance
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.	Create a partnership with other community organizations to send patients home with a meal for 3 days (3 Days Grace). Currently have Salvation Army in Marion has agreed to help. Initiating process to request participation from Kroger in Marion. Continuing to research regional partnerships	Done	Case management
	Donate to Light House homeless shelter monthly	Done	Nutrition