

AMITA Health Alexian Brothers Behavioral Health hospital Hoffman Estates

Implementation Strategy FY2020-2022

Implementation Strategy Narrative

Overview

AMITA Health Alexian Brothers Behavioral Health Hospital Hoffman Estates is the 10th largest behavioral health hospital in the United States and has 141 licensed beds. AHABBHHHE services the 51,567 residents living in the village of Hoffman Estates. Many patients served by AHABBHHHE are non-Hispanic White and Asian American. In 2018 AMITA Health Alexian Brothers Behavioral Health Hospital Hoffman Estates won the Illinois Health and Hospital Association Quality Innovation Achievement Award in Behavioral Health. AHABBHHHE also specializes in eating disorders, self-injury, anxiety and addictions and is one of the largest professional education programs in the Midwest.

In 2018 and 2019, AMITA Health Alexian Brothers Behavioral Health Hospital Hoffman Estates participated in the Alliance for Health Equity (AHE), facilitated by the Illinois Public Health Institute. Together, the Alliance developed a collaborative Community Health Needs Assessment (CHNA) for Cook County. This cover document for that CHNA provides more information about the service area of ABBHH, its existing programs, and its specific needs within the context of the needs identified and prioritized in its service area.

This plan was adopted October 2019.

Needs That Will Be Addressed

These prioritized health needs were selected in coordination with community residents and stakeholders through dedicated workgroups, focus groups, and 5,934 survey responses. They represent where ABBHH will focus its community health efforts over the next three years, although it also offers programs serving health needs beyond these four prioritized issues.

- Social and Structural Determinants of Health
- Access to Care, Community Resources, and Systems Improvements
- Mental Health and Substance Use Disorders
- Chronic Condition Prevention and Management

Needs That Will Not Be Addressed

AMITA Health Alexian Brothers Behavioral Health Hospital will not directly address the following focus areas/priorities identified in the 2019 CHNA:

- Economic Vitality and Workforce Development
- Education and Youth Development
- Housing, Transportation, and Neighborhood Environment
- Violence and Community Safety, Injury, including Violence-related injury
- Trauma-Informed Care
- Maternal and Child Health
- Chronic Condition Prevention and Management

While critically important to overall community health, these specific priorities did not meet internally determined criteria that prioritized addressing needs by either continuing or expanding current programs, services, and initiatives to steward resources and achieve the greatest community impact. For these areas not chosen, there are service providers in the community better resourced to address these priorities. AMITA Health will work collaboratively with these organizations as appropriate to ensure optimal service coordination and utilization.

Summary of Implementation Strategy

- **Social and Structural Determinants of Health, Access to Care Community Resources and Systems Improvements**
 - **Strategy:** Aunt Bertha (Search & Connect): Connecting people in need with the programs that serve them with dignity and ease. Through this public directory providers, staff, the public and community partners are able to search a vetted and updated directory of social services on our website, connecting to (i.e. food, housing, transportation, health, etc.). This directory provides a need based customized list of services for patients and provide the hospitals with various reports related to the needs. Additionally, the tool helps to address the social and structural determinants of health such as poverty, access to community resources, education and housing that are underlying root causes of health inequities.
 - **Resources & Collaboration:** AMITA Health Community Resource Directory; Aunt Bertha, Community Based Organization, Faith Based Organizations, Front Line Associates
 - **Anticipated Impact:** Increase the number of direct referrals between patients and community organizations to reduce patient/community social determinants of health.

An action plan follows for each prioritized need, including the resources, proposed actions, planned collaboration, and anticipated impact of each strategy.

Prioritized Need #1: Social and Structural Determinants of Health, Access to Care, Community Resources and Systems Improvements

GOAL: Increasing access to care and community resources to reduce social and structural determinants of health.

Action Plan

STRATEGY 1: Improve access by referring social service organizations to the underserved and most vulnerable in the communities that we serve from the **AMITA Health Community Resource Directory (formerly Aunt Bertha)**.

BACKGROUND INFORMATION:

- **Target population:** Low-income and underserved population in the communities we serve
- **Briefly describe if/how the strategy addresses social determinants of health, health disparities and challenges of the underserved:** This is a community-wide software platform, to connect community residents to available social services in their community. Connecting people and programs in searching for free or reduced cost services such as medical care, food, job training, transportation, housing, legal, and more. In our CHNA, the community identified the top two things needed for a healthy community: access to health care and mental health services as well as access to community services.
- **Strategy source:** AMITA Health Community Resource Directory
www.amitahealth.org/patient-resources/community-resources

RESOURCES:

- AMITA Health Community Resource Directory
www.amitahealth.org/patient-resources/community-resources

COLLABORATION:

- Aunt Bertha
- Community-based organizations (CBOs)
- Faith-based organizations (FBOs)
- Front Line Associates

ACTIONS:

1. AMITA Health partnering with Aunt Bertha to provide the software platform
2. Internal associates identified to become train the trainers and training session provided
3. Training sessions provided to our community-based organizations and faith-based organizations
4. Programs not found in the platform are entered under “Suggest a Program”
5. Create and implement a communication plan for residents in the communities we serve

ANTICIPATED IMPACT/OBJECTIVES:

- I. Short term objective (Process Objective):** By the end of 2019, there will be at least 25 community-based organizations and faith-based organizations trained with the AMITA Health Community Resource Directory.
- II. Medium term objective (Impact Objective):** By 2020, there will be at least 10,000 social service resources in the directory to assist the low-income residents of the communities that we serve.
- III. Long term objective (Outcome Objective):** By 2022, there will be a 25% increase in the number of referrals through the AMITA Health Community Resource Directory.

Alignment with Local, State & National Priorities

(Long-Term Outcomes for Prioritized Need #1)

STRATEGY:	LOCAL / COMMUNITY PLAN:	STATE PLAN:	NATIONAL PLAN:
<p>AMITA Health Community Resource Directory</p>	<p>In our CHNA, the community identified the top two things needed for a healthy community: access to health care and mental health services as well as access to community services.</p>		<p>HP 2030:</p> <p>AHS-2030-05 Reduce the proportion of persons who are unable to obtain or delay in obtaining necessary medical care</p> <p>AHS-2030-07 Reduce the proportion of persons who are unable to obtain or delay in obtaining necessary prescription medicines</p> <p>SDOH-2030-03 Reduce the proportion of persons living in poverty</p>