



AMITA HEALTH MERCY MEDICAL CENTER AURORA

Community Health Needs Assessment Implementation Strategy

2022–2024



Executive Summary

AMITA Health Mercy Medical Center (AMITA Mercy) and members of the Kane County Kane Health Counts Collaborative, a collaborative of the Kane County Health Department, local hospitals and community partners, worked together over 8 months to build a comprehensive Community Health Needs Assessment (CHNA) for Kane County. Using the Mobilizing for Action through Planning and Partnerships (MAPP) model for the CHNA, Kane County Kane Health Counts Collaborative have engaged diverse groups of community residents and stakeholders and gathered robust data from various perspectives about health status and health behaviors.

Together with our community stakeholders, we have identified the following prioritized health needs in our community:

PRIORITIZED HEALTH NEEDS

Behavioral Health (Mental Health & Substance Abuse)
Access to Health Services
Immunizations & Infectious Diseases
Nutrition, Exercise, & Weight

AMITA Mercy has developed an Implementation Strategy for the next three years that describes the programs we are undertaking to address these prioritized health needs in our community.

Prioritized Health Needs

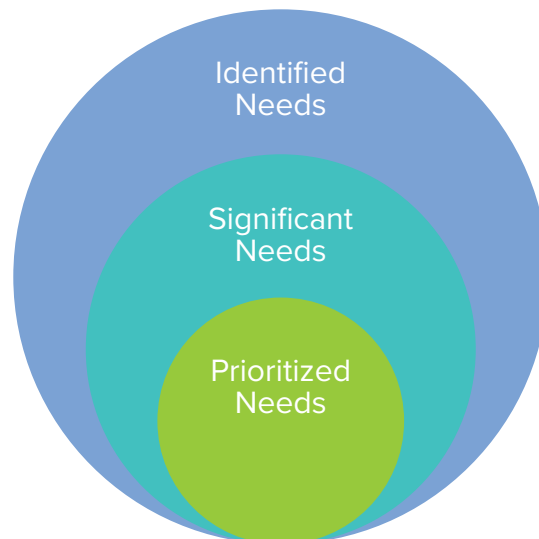
As part of the CHNA assessment data collection, a broader set of identified needs were discovered. The **identified needs** were then narrowed to a set of **significant needs** which were determined most crucial for community stakeholders to address and were cross-cutting across various assessments. Finally, a smaller subset of significant needs has been deemed by the hospital and its collaborators, as **prioritized needs**. The adjunct image also describes the relationship between the need categories. For more information on the process of selecting these community needs, please refer to the full collaborative CHNA.

Although the hospital may address many needs, the prioritized needs listed below will be at the center of the formal CHNA implementation strategy and corresponding tracking and reporting.

The following prioritized health needs will be addressed in the 2022-2024 (fiscal year) implementation strategy:

- Behavioral Health (Mental Health & Substance Abuse)
- Access to Health Services
- Immunizations & Infectious Disease
- Nutrition, Exercise & Weight

This implementation strategy was approved by the AMITA Health Suburban Network Board on September 22, 2021. The collective monitoring, reporting progress and revising will ensure the plan remains relevant and effective.





Our Hospital and Community

AMITA Health

AMITA Health is an award-winning health system committed to delivering compassionate care to nearly 6.6 million residents in Chicago and its surrounding suburbs.

As a faith-based health system in the respective Catholic and Adventist traditions, AMITA Health is committed to delivering inclusive and compassionate care, communicating clearly with patients and their families, respecting the faith traditions of all people, and honoring the dignity of everyone we serve. When people come to AMITA Health, they can expect to receive the very best care — and to be treated like family.

In keeping with the faith-based traditions of its legacy health systems, AMITA Health treats the whole person, including the physical, emotional, mental and spiritual needs of the people it serves. The system continually works to identify and to address community health needs with a special focus on serving the needs of the poor, vulnerable and marginalized. AMITA Health annually provides more than \$253 million in community benefit including \$63.2 million in financial assistance.

AMITA Health Mercy Medical Center Aurora

AMITA Mercy has been meeting the health & wellness needs of Kane County residents for more than 100 years. Founded by the Sisters of Mercy, this acute care hospital continues to carry out its mission of “extending the healing ministry of Jesus” in the communities it serves. AMITA Mercy has been awarded “A” grades on the spring and fall 2020 Leapfrog Hospital Safety Grade list, which recognizes its achievements in providing safe care to patients. By earning “A” grades in Leapfrog’s biannual Safety Grade study, AMITA Mercy ranks among the safest in the nation.

Founded in 1911, AMITA Mercy is a faith-based, full-service hospital with a Level II Trauma Center, a Primary Stroke Center, and a state-of-the-art outpatient surgery center with minimally invasive robotics technology. We provide comprehensive care in a wide range of healthcare needs, including heart and vascular, behavioral health, digestive, orthopedics, women’s health and more. At AMITA Mercy, we treat the whole person, embracing every patient’s physical, emotional, mental, and spiritual well-being. We call it **Wholecare**.

Kane Health Counts Collaborative

In 2011, Kane County Health Department (KCHD) started a Collaborative Community Health Assessment (CHA) and Community Health Improvement Plan (CHIP) process. This process aimed to identify health priorities in the community and strategies to address them. Since then, KCHD has joined forces with five local hospitals, AMITA Health Mercy Medical Center Aurora, AMITA Saint Joseph Hospital Elgin, Northwestern Medicine Delnor Hospital, Rush Copley Medical Center, and Advocate Aurora Sherman, along with the INC Board, a mental health “708 Board” serving the southern part of Kane County and a number of community partners. This group comes together with a mutual interest in improving the health of Kane County residents. In 2014, this collaborative group was given the name Kane Health Counts.



This comprehensive community health assessment process is conducted every three years to identify the top health priorities Kane County. The Kane Health Counts collaborative works together to plan, implement and evaluate strategies that are in alignment with the identified health priorities. Together, the group strives to make Kane County the healthiest county in Illinois.

KANE HEALTH COUNTS COLLABORATIVE



AMITA Mercy Community

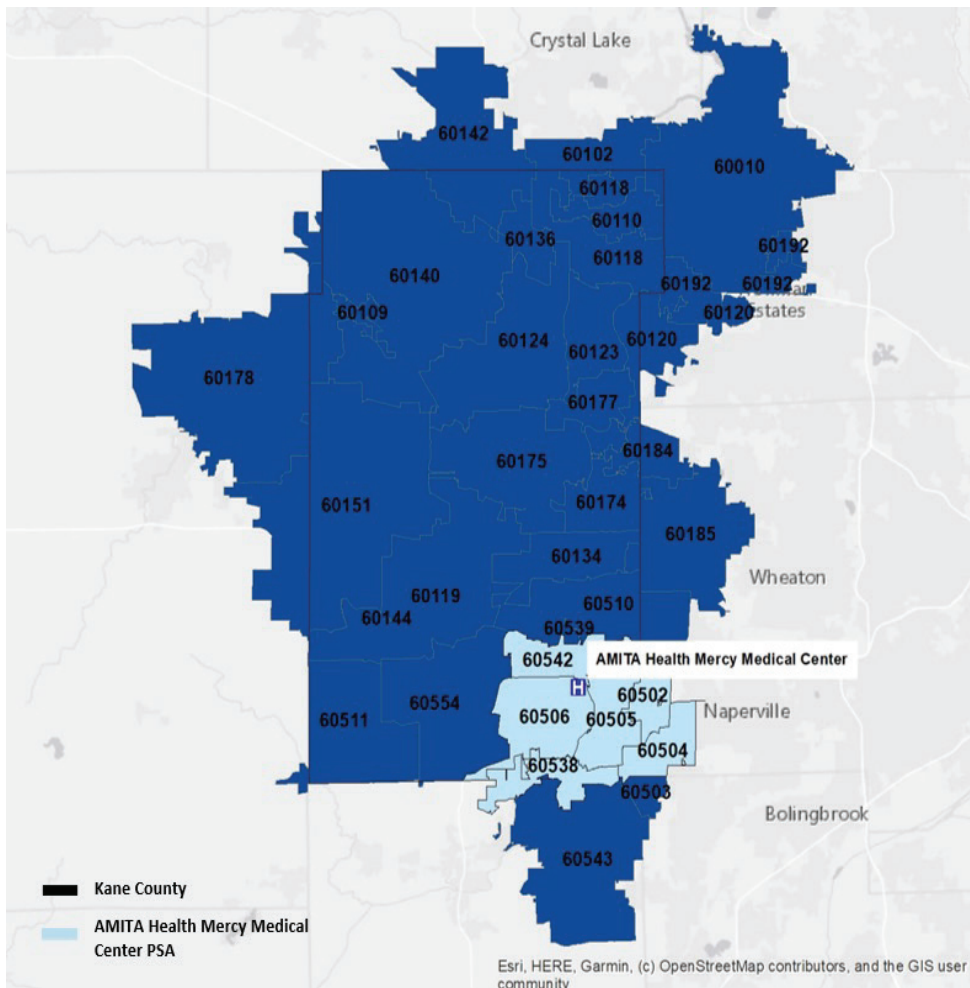
The Primary Service Area (PSA) for AMITA Mercy encompasses a seven zip code area in and around the City of Aurora in Kane County, Illinois. Zip codes in the PSA include: 60502, 60504, 60505, 60506, 60519, 60538, and 60542 are illustrated in Figure 1 below.

AMITA Mercy's Primary Service Area (PSA) has a population of approximately 242,736 persons. When considering the racial breakdown within AMITA Mercy's PSA, the majority of the population identifies as White (59.4%). The Black/African community makes up 9.3%, followed by the Asian community who make up 6.4% of the population.

When considering the population of AMITA Mercy's PSA by ethnicity, the PSA has a larger percentage of the population that identifies as Hispanic/Latino (44.2%) compared to the county, where 33.2% of the population identifies as Hispanic/Latino.

When considering the age of the population, 27.8% of the population are infants, children, or adolescents (age 0-17); another 61.6% are in the age group 18 to 64, while 10.6% are age 65 and older.

FIGURE 1. AMITA Mercy PRIMARY SERVICE AREA (PSA)





Prioritized Health Need: Behavioral Health (Mental Health & Substance Abuse)

Priority Overview: From the secondary data scoring results, Behavioral Health was identified as a top health need in Kane County. This health topic includes mental health, mental health disorders, and substance abuse. There are several indicators in these topic areas that raise concern for Kane County. Compared to other counties in Illinois, Kane County has higher rates of hospitalizations and ER visits due to adult alcohol use. Teen alcohol and marijuana use, although decreasing in recent years, is also higher than most other counties in Illinois. Additionally, Kane County has higher liquor store density than most Illinois and U.S. Counties.

Mental Health and Mental Disorders was a top health need from Community Survey, Focus Group, and Forces of Change Assessment participants (primary Data). Mental health care, mental health resources, and the availability of mental health providers were frequently cited as disproportionate to community need. Cost, availability of appointments, and navigation and/or knowledge about available services were all mentioned as barriers to care.

Priority Populations Identified: Community residents of AMITA Mercy.
Teens, Seniors, Ethnic & Minority groups

Goal: Improve the mental health status of AMITA Mercy community residents through prevention and by ensuring access to mental health services.

Strategy:

1. Provide access to **Crisis Stabilization Unit (CSU)** services to AMITA Mercy community residents.
2. Continue offering **Mental Health First Aid (MHFA)** trainings AMITA Mercy community residents.

AMITA Health Role:

Crisis Stabilization Unit (CSU) Services

AMITA Mercy will begin providing CSU services. The CSU is an observation unit containing 6-pods for people who are experiencing a mental health crisis whose needs cannot be met safely in a residential service setting.

Mental Health First Aid (MHFA)

AMITA Mercy and its community partners will continue to offer Mental Health First Aid (MHFA) trainings to the community. MHFA trainings aim to reduce the stigma associated with mental illness and improve the coordination of mental health care. MHFA trains community residents and first responders to recognize, respond, and seek assistance for signs of mental illness and substance abuse.

**Key Collaborators Or Resources:**

- Kane Health Counts Executive Committee
- Kane Health Counts Behavioral Health Action Team
- AMITA Mercy Behavioral Health Services
- Fox Valley River Initiative
- Community-Based Organizations
- Local Physicians
- Faith Institutions
- School Districts
- City of Aurora First Responders

Anticipated Impact:

- Increased access to substance abuse disorder services
- Increased mental health education for professionals and community members
- Increased knowledge of substance abuse disorder services and mental health education

Measured Impact:**Crisis Stabilization Unit (CSU):**

- Total Number of Assessments Conducted
- Total Number of Individuals Served
- Total Payor Mix Percentage
- Report REaL (Race, Ethnicity and Language) data

Mental Health First Aid (MHFA) Trainings:

- Total Number of Participants Completing MHFA Training
- Increased Knowledge for > 80% of Participants
- Total Number of MHFA Workshops
- Report REaL (Race, Ethnicity and Language) data

Next Steps:

- Establish AMITA Mercy CSU services committee
- Establish AMITA Mercy CSU services timeline
- Identify potential community partners for CSU referrals
- Identify target audiences for trainings including virtual and hybrid offerings
- Establish MHFA calendar of trainings including dates, times, locations
- Promote availability of training within target audiences
- Monitor work, evaluate progress and report outcomes

Prioritized Health Need: Access to Health Care Services

Priority Overview: From the secondary data scoring results, access to health services was identified to be a top health need in Kane County. Although Kane County's overall score in this area is relatively low, Kane County falls behind the State of Illinois and other counties for primary care provider rates, clinical care ranking, and adults with health insurance. Of note, the primary care provider rate is decreasing and the percent of adults with health insurance is below both the Illinois state value and the Healthy People 2030 objective.

Access to Health Services was a top health need identified from Community Survey, Focus Group, Forces of Change Assessment as well as Public Health System Assessment participants. Cost of care was a common barrier mentioned across these primary data sources. This included general cost to access care, lack of funds for purchasing needed medication as well as being uninsured or underinsured. Recent health facility closings and delays due to COVID-19 were also specifically mentioned as barriers to accessing care. The need for improved/increased culturally competent, accessible health care offered in languages that are spoken in the community was a theme that surfaced in the primary data as well. Cost and affordability were barriers.

Priority Populations Identified: Community residents of AMITA Mercy.

Goal: Improve access to comprehensive, quality healthcare services.

Strategy:

1. Continue offering **Dispensary of Hope** program to AMITA Mercy community residents in need of medication assistance.
2. Continue offering **A-List Diabetes Prevention Program** education to AMITA Mercy community residents at risk for Type 2 diabetes or with pre-diabetes.
3. Continue to provide assistance for individuals identified as potentially eligible for public health insurance coverage by facilitating their application for government-sponsored healthcare coverage.

AMITA Health Role:

Dispensary of Hope Program:

AMITA Mercy Dispensary of Hope program delivers critical medicine-free of cost- to individuals who need it most but cannot afford it. This is a free pharmacy program for low income or uninsured individuals.

A-List Diabetes Prevention Program

AMITA Mercy Center for Diabetic Wellness will continue to offer A-List Diabetes Prevention program to the community. This program offers education on preventions skills for those at risk for Type 2 diabetes. .

Public Health Insurance Assistance Enrollment Services

AMITA Mercy will continue to provide assistance for public healthcare coverage enrollment.

**Key Collaborators Or Resources:**

- Kane Health Counts Executive Committee
- Kane Health Counts Access to Health Care Action Team
- Kane County Health Department
- AMITA Mercy Pharmacy Services
- AMITA Mercy Outpatient Pharmacy
- AMITA Mercy Center for Diabetic Wellness
- Local Physicians
- Federally Qualified Health Centers
- Community-Based Organizations
- Faith Institutions

Anticipated Impact:

- Increased access to medications
- Increased access to diabetes prevention education services and resources
- Increased enrollment of eligible individuals for public healthcare coverage

Measured Impact:**Dispensary of Hope**

- Total Number of Individuals Served
- Total Number of Prescriptions Filled
- Report REaL (Race, Ethnicity and Language) data

A-List Diabetes Prevention Program

- Total Number of Participants with 5-7% Weight Loss
- Percent of Participants Who Complete 150 Minutes of Weekly Exercise
- Report REaL (Race, Ethnicity and Language) data:

Public Health Insurance Assistance Enrollment Services

- Total Number of Individuals Enrolled

Next Steps:

- Identify community partners for Dispensary of Hope program referrals
- Increase use of social media to help promote Dispensary of Hope program
- Promote availability of Dispensary of Hope program to target audiences
- Identify target audiences for DPP workshops including virtual and hybrid
- Identify locations, events, organizations to host PHI assistance enrollment services
- Monitor work, evaluate progress and report outcomes



Prioritized Health Need: Immunizations & Infectious Disease

Priority Overview: From the secondary data scoring results, Immunizations & Infectious Diseases were identified to be a top health need in Kane County. The secondary data reveal that sexually transmitted infections (STIs), specifically syphilis and chlamydia, are on the rise in Kane County. Additionally, Kane county's vaccination rates for pneumonia among adults are among the worst in Illinois. Overcrowding in households, which has been shown to ease transmission of infectious diseases like COVID-19, is of concern in Kane County as well.

Priority Populations Identified: Community residents of AMITA Mercy.
Adults, young adults, seniors

Goal: Increase access to immunization services for AMITA Mercy residents.

Strategy:

1. Offer access to immunization services for AMITA Mercy community residents.
2. Establish support for partnerships, programs, events, projects and initiatives that address immunizations and infectious disease within AMITA Mercy community.

AMITA Health Role:

Flu Fighter Program

AMITA Mercy will provide influenza vaccination clinics that are accessible for poor and vulnerable individuals in the most underserved communities. The Flu Fighter program offers influenza vaccination clinics that are accessible in the community.

Vax Support Services

AMITA Mercy will provide leadership, advocacy and in-kind vaccinator support services for vaccination clinics in AMITA Mercy community.

**Key Collaborators Or Resources:**

- Kane Health Counts Executive Committee
- Kane Health Counts Immunization & Infectious Disease Action Team
- Kane County Health Department
- AMITA Mercy Community Health Services
- Community-Based Organizations
- Food Pantries: Aurora Interfaith Food Pantry, Marie Wilkinson Food Pantry and Salvation Army
- Faith Institutions
- Fox Valley Health & Faith Network

Anticipated Impact:

- Increased access to immunization services
- Increased number of vaccines administered to poor and vulnerable individuals
- Prevention of infectious disease
- Improved health status

Measured Impact:

- Total number of Influenza Vaccines Administered
- Total number of Vaccination Clinics Offered
- Total number of Vaccine Types Administered
- Report REaL (Race, Ethnicity and Language) data

Next Steps:

1. Establish AMITA Health Flu Vaccination Committee
2. Identify target audiences for flu vaccination clinics in AMITA Mercy community
3. Identify community partners to host flu vaccination clinics (health fairs, faith institutions, food pantries, social service organizations, schools)
4. Identify internal resources for supporting community requests
5. Establish AMITA Mercy Flu Vaccination Clinic calendar of events
6. Monitor work, evaluate progress and report outcomes

Prioritized Health Need: Nutrition, Exercise & Weight

Priority Overview: From the secondary data scoring results, Exercise, Nutrition, & Weight was identified to be a top health need in Kane County. Access to grocery stores and healthy foods are important for decreasing risk of chronic diseases, such as obesity and heart disease, and also help improve mental health. Although the overall topic score for exercise, nutrition, and weight was low for Kane County, Kane County falls behind in some important indicators under this topic. Namely, Kane County is among the worst in Illinois and the U.S. for SNAP certified stores, children with access to grocery stores, and grocery store density.

Existing and increasing food insecurity due to COVID-19, access to healthy foods, and poor nutrition were all nutritional themes from primary data. Obesity and its contribution to chronic disease among residents in Kane County was of concern as well. Additionally, sedentary lifestyles and lack of exercise were also common points of discussion. The South Planning Area had a higher percentage of respondents who reported this food insecurity challenge (34.0%) compared to Kane County at 30.6%. The Northern and Central Planning Areas fell under the Kane County value at 27.2% and 27.0% respectively.

Priority Populations Identified: Community residents of AMITA Mercy.

Goal: Increase access to nutrition, exercise and weight resources in AMITA Mercy community.

Strategy:

1. Increase opportunities for community members in the AMITA Mercy community to access Nutrition, Exercise & Weight resources.
2. Establish support for partnerships, programs, events, projects and initiatives that address Nutrition, Exercise & Weight resources.

AMITA Health Role:

Back Pack Program

AMITA Mercy will partner with Northern Illinois Food Bank (NIFB) to provide food access for children and families in the AMITA Mercy community. This program provides back packs filled with food for children and families residing in School District 131 and School District 129 to have access to food during the weekends.

Aurora Farmers Markets

AMITA Mercy will partner with City of Aurora to increase access to fresh produce targeting SNAP (Supplemental Nutrition Assistance Program) recipients.

Meals on Wheels

AMITA Mercy will extend Meals on Wheels services to individuals who are homebound or who cannot afford the cost of meal delivery. This program targets seniors and poor and vulnerable individuals in the most underserved communities in need of meals that are delivered to their homes.

Blessing Box Micro-Pantry

AMITA Mercy will continue providing food access to community members through the micro pantry.

Access Fox Fitness Program

AMITA Mercy will partner with Fox Valley Park District to offer Fox Fitness scholarship memberships to youth and adults. This program provides access to the Copley Fitness Facility for youth and adults who are unable to afford membership dues. This program also provides fitness education, nutrition education and health screenings. The program requires maintaining active membership status and recording minutes of weekly exercise activity.



Key Collaborators Or Resources:

- Kane Health Counts Executive Committee
- Kane Health Counts Nutrition, Exercise & Weight (N.E.W) Action Team
- Kane County Health Department
- AMITA Mercy Community Health Services
- AMITA Mercy Center for Diabetic Wellness
- AMITA Mercy Volunteer Services
- AMITA Mercy Food and Nutrition Services
- Local Physicians
- Federally Qualified Health Centers
- Community-Based Organizations
- Northern Illinois Food Bank
- School District 131 and School District 129
- Food Pantries: Aurora Interfaith Food Pantry, Marie Wilkinson Food Pantry and Salvation Army
- City of Aurora

Anticipated Impact:

- Increased access to healthy food
- Reduced food insecurity
- Increased physical activity

Measured Impact:

Back Pack Program

- Total Number of Families Served
- Total Pounds of Food Provided

Aurora Farmers Markets

- Total Number of Families Served
- Total Pounds of Food Provided
- Total Number LINK-SNAP Benefits Spent
- Total Number Nutrition, Exercise & Weight Education Toolkits

Blessing Box Micro-Pantry

- Total Number of Meals Provided
- Total Pounds of Food Provided

Access Fox Fitness Program

- Total Number of Individuals Served
- Percent of Participants Who Complete 150 Minutes of Weekly Exercise
- Report REAL (Race, Ethnicity and Language) data

Next Steps:

1. Establish AMITA Health Food Access Committee
2. Identify target individuals and families for school back pack program
3. Establish Calendar of Events for Aurora Farmers Markets activities and health education topics
4. Establish food-drive event dates and potential community partners to support micro-pantry
5. Establish Access Fox Fitness program eligibility and promote program throughout the community
6. Monitor work, evaluate progress and report outcomes



Publication & Comments

Requirements for 501(c)(3) Hospitals Under the Affordable Care Act are described in Code Section 501(r)(3) and include making the CHNA report (current and previous) widely available to the public as well as accompanying Implementation Strategy. In accordance with this requirement, electronic reports of both the CHNA and the Implementation Strategy can be found at **AMITAhealth.org/about-us/community-benefit** and paper versions can be requested at AMITA Mercy Administration Office.

AMITA Mercy will share this document and related Implementation Strategies with internal stakeholders including associates, volunteers and physicians as well as externally with our community leaders, government officials and other service organizations. We welcome feedback on this Implementation Strategy. Kindly send any feedback you have to the following public website: **AMITAhealth.org/about-us/community-benefit**

Any comments received from the hospital's most recently adopted Implementation Strategy are noted below:

No Comments

