

Ingalls Memorial Hospital Community Benefit Evaluation Report

Process and Program Evaluation 2012-2014

BACKGROUND

The Ingalls Memorial Hospital has a long history of community based programming designed to improve the health and vitality of residents living within the Ingalls primary service area. Ingalls covers the entire Chicago Southland area and includes locations in the following communities: Calumet City, Crestwood, Flossmoor, Harvey, South Holland and Tinley Park, IL. These initiatives span a myriad of health issues and are implemented using a variety of methods. The results of these endeavors often serve to inform further programming with the ultimate goal of improving health among residents within the Ingalls primary service area. In most recent years, as required by the Internal Revenue Services (IRS), Ingalls has focused efforts around specific strategic health priorities informed by a population based Community Health Needs Assessment (CHNA). The purpose of this report is to provide key stakeholders information regarding the structures and approaches developed within Ingalls to adequately execute community benefit and the impacts demonstrated by select Ingalls community based programs since the adoption of the 2012 Ingalls strategic implementation plan. Following the guidelines from the IRS and the Catholic Health Association (CHA) (a leader in community benefit), Ingalls defines community benefit as programs and services undertaken by nonprofit hospitals designed to improve health in the communities they serve and increase access to health care. Ingalls recognizes that achieving population level impacts will be an iterative process that will require piloting and scaling of both Ingalls Health System structures and programs to ensure the most effective systems are in place to implement the most beneficial programs for the community.

INTRODUCTION

Ingalls Mission

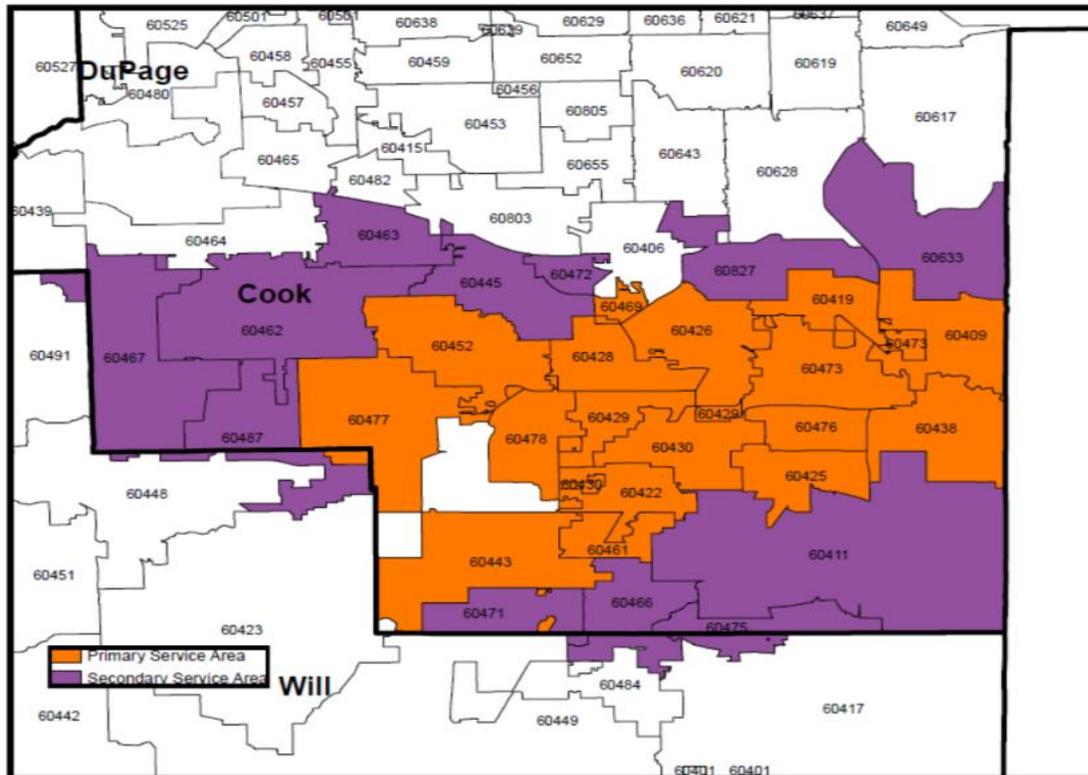
The core purpose of Ingalls *is to improve the health of the communities that we serve.*

Ingalls Core Values

- Provide **compassionate service** to the community.
- Pursue **clinical** and **service excellence** in all that we do.
- Demonstrate **integrity** in our interactions with our community and with each other.
- Seek **innovative** approaches to delivering the best service and technologies to the communities we serve.
- Provide **stewardship** to safeguard the resources entrusted to our care by the community.

INGALLS SERVICE AREA

Ingalls Memorial Hospital completed its last CHNA in 2012 and the community as defined for the CHNA includes all residential zip codes within the service area of Ingalls (Ingalls Memorial Hospital Service Area or IMH Service Area). The Ingalls service area zip codes include: 60467, 60462, 60463, 60487, 60477, 60452, 60445, 60472, 60478, 60469, 60428, 60429, 60430, 60422, 60426, 60461, 60827, 60633, 60419, 60473, 60409, 60438, 60425, 60443, 60471, 60466, 60411 and 60475. The service area zip codes are also highlighted in the following map:



Demographics of the community

The population of the hospital's service area is estimated at 5,231,351 people. It is predominantly non-Hispanic White (43.7%), but also has substantial African American (25%) and Hispanic (24.4%) populations.

As throughout the state and nation, our population is aging, with 12.1% currently aged at 65 and older. This is projected to increase in coming years, as is the need for services to meet the health needs of this older population.

Median household value of owner-occupied housing units is above the state average with 15.8% of our population remaining below the poverty line.

COMMUNITY BENEFIT GOAL

All Ingalls community benefit investments and programming are framed by the community benefit strategic framework. Under the auspices of an overarching goal to improve the health of the community, Ingalls institutes system wide goals as a pathway to achieve impact in the community.

This goal is rooted in organizational commitment, community engagement, demonstration of value, and equity across all community based initiatives. Programs presented in this evaluation, qualify as a community based program or service serving residents in the Ingalls service area.

INGALLS MEMORIAL HOSPITAL CHNA REVIEW & COMMUNITY BENEFIT HEALTH PRIORITY DOMAINS

Ingalls selected health priority areas to focus its efforts and allocate future resources. The selection of health priority areas is a rigorous process that involves a thorough understanding of community health needs, an inventory of existing internal and external resources, and strategic consideration regarding health area impact.

To understand the health needs of the Ingalls service area, Ingalls contracted with Professional Research Consultants (PRC) to conduct the 2012 community health needs assessment (CHNA). Primary data collection was conducted through telephone (landline and cell phone) interviews with 331 adults. In addition, qualitative health data was collected with a focus group of key informants representing the Ingalls Health System Service Area.

For over 90 years, Ingalls has demonstrated its commitment to meeting the health needs of the Cook County region. In acknowledging the wide range of priority health issues that emerged from the CHNA process, Ingalls determined that it could only effectively focus on those which it deemed most pressed, most under-addressed, and within its ability to influence. Using the CHNA as foundational data, a CHNA multidisciplinary workgroup selected two community health priorities for the 2012-2014 community benefit cycle as outlined in the 2012 Ingalls strategic implementation plan: **access to healthcare services** and **behavioral health**.

COMMUNITY BENEFIT HEALTH PRIORITY DOMAIN GOALS, STRATEGIES AND TACTICS: ACCESS TO HEALTHCARE SERVICES

Access to Healthcare Services

Access to healthcare services was chosen as a priority domain goal because of the need to provide greater access to healthcare to a population that lives at or below the poverty level. Many community members do not have insurance or they are underinsured and are not able to access care. Inconvenient office hours and limited appointment availability for patients with no insurance or for those with Medicaid limits access to care.

Access to healthcare services included addressing barriers to access for residents within our service area. The most commonly reported barriers cares are: uninsured/underinsured residents, cost, office hours, appointment availability and transportation. Medicaid reimbursement and lack of trauma center services also were reported areas of opportunity for access to care.

- By collaborating with Family Christian Health Center (FCHC), Ingalls worked to plan the concept of Today Care and help identify the need for expanded schedules allowing for more appointments for patients seeking care. Patients were presenting to the emergency department because they needed to be seen urgently, but they did not need emergency level care. Establishing Today Care helped patients have an additional access point for primary and non-emergency care.
- Ingalls opened a Quick Care Clinic in Crestwood, IL (July 2013) to increase access to care. . Quick Care is a walk-in, no appointment required care during extended hours. Care is provided by nurse practitioners and insurance is not required. Table 1 below highlights data from the Crestwood Quick Care Clinic.

Table 1. Crestwood Quick Care Clinic Visits

Fiscal Year	Number of Visits
FY2013 (Oct-Dec)	460 visits
FY2014 (Jan-Dec)	2155 visits

KidFest Back To School Festival is an annual event that was established to decrease the numbers of children who were unable to start school on time because they were unable to meet the necessary health-related requirements. Ingalls collaborates with FCHC to provide the medical services for this event. In addition to underwriting medical costs (including vaccinations), Ingalls also provides a community resources tent with school supplies for children attending this event, refreshments, entertainment, face painting, and photo identification

cards. . Table 2 below highlights the number and type of services provided at KidFest Back to School Festival.

Table 2. Services provided at KidFest Back to School Festival

Year	School Physicals	Dental Screenings	Child Photo Safety IDs	Backpacks/Supplies
2012	546	209	330	500 bags
2013	406	125	431	400 filled backpacks 600 supply bags
2014	500	150	297	800 filled backpacks 250 supply bags

Healthy Baby Network was established to address the number of women giving birth that have received no pre-natal care. The lack of pre-natal care results in many premature births, babies with low birth weights, increased morbidity and mortality and numerous other complications that could have been easily treated if diagnosed. Due to limited access points for uninsured or underinsured patients, expectant mothers were presenting in local emergency departments at time of delivery having no or extremely limited prenatal care.

Goals of the Healthy Baby Network Include:

- Providing targeted educational interactions to eliminate the use of the emergency department for prenatal care, decrease low birth weight babies and infant mortality and morbidity
- Connecting patients to community resources like WIC, Aunt Martha’s, South Suburban Family Shelter and Grand Prairie Services
- Educating of teenage girls and young women about health issues that affect the health of mom and baby, stressing the importance of good nutrition, regular preventive health care and maintaining a good relationship with a primary care physician

Table 3. Services provided by the Healthy Baby Network

Year	# of Patients Enrolled in Program	# of Deliveries	# of Full Term Deliveries	# of Normal Birth Weight
2012	152	103	98	93

2013	147	107	102	94
2014	153	111	100	94

COMMUNITY BENEFIT HEALTH PRIORITY DOMAIN GOALS, STRATEGIES AND TACTICS: MENTAL HEALTH and MENTAL DISORDERS

Mental health and mental disorders priority included providing and expanding options for residents needing to access mental healthcare services. There are a limited number of mental healthcare providers, inpatient and outpatient services and youth services available in the south suburbs of Chicago. In addition to providing additional access points for residents in need of mental health services, outreach and educational opportunities were increased to remove the stigma of mental health disorders. By providing forums for open discussions about mental health, stress, depression and how to access mental healthcare services, area residents are encouraged and empowered to be aware of and reach out to mental healthcare providers.

An assessment and referral team provided no cost assessments to patients from the community affected by mental health symptoms. Patients were connected with the most appropriate services at Ingalls Memorial Hospital or in the community.

Table 4. Mental Health Assessment and Referral Services

Year	Number of Assessments
2012	4605
2013	4763
2014	4885

Expanded inpatient mental health program to include specialized programming for adolescents and older adults, while still providing services to adults.

Table 5. Mental Health Inpatient daily census results

Year	Average number of patients per day
2012	41

2013	44
2014	44

Additionally, Ingalls expanded outpatient services to the Flossmoor location inside the Ingalls Flossmoor Family Care Center. The services that were offered included:

- Adding services for the older adult population.
- Providing additional service of traditional outpatient therapy to our Flossmoor and Harvey locations.
- Partnering with the state of Illinois to provide outpatient services for unfunded behavioral health patients.

Educational and community outreach focused on mental health was also an important tactic for Ingalls. Ingalls provided educational opportunities for community mental health providers to obtain continuing education credits and also presentations for area residents to learn more about stress, mental health and depression.

OTHER ACTIVITIES

Ingalls has also engaged in additional community focused activities. In an effort to provide educational opportunities focused on nutrition and healthy eating Ingalls offered a free series of workshops and cooking demos promoting good nutrition. Classes are taught by nutritionists and are offered at various Ingalls locations as well as the Cancer Support Center. Additionally, Ingalls established a community garden on the top of the Ingalls parking garage. This collaborative effort which is led by Ingalls, this project has harvested more than 200lbs of produce and has served as a garden classroom for area day campers and school children.

CONCLUSION

Ingalls is committed to working with local collaborators to address the needs of the local community. By listening to the community at large when needs are identified and determining the most appropriate way to address those needs, Ingalls is continuously iterating and strengthening the processes, structures, and programs in place to ensure it is providing residents with highest quality of services. Ingalls will continue to evaluate each individual program on a regular basis and adjust its programming accordingly. Plans to address the next three years of Ingalls' community benefit focus are outlined in the Ingalls Memorial Hospital 2015 strategic implementation plan.