

OUTREACH
COMMUNITY
QUALITY OF LIFE
WELLNESS
ACCESS TO CARE
PARTNERSHIPS
MENTAL HEALTH
COMPASSION
LOCAL
ENGAGEMENT
COLLABORATION

Community Health Needs Assessment Implementation Strategies

Fiscal year 2019 was the first year of work on three-year strategies developed by four Memorial Health System hospitals to address community health priorities.

In 2018, each hospital completed a Community Health Needs Assessment in collaboration with county health departments in Sangamon, Logan, Morgan and Christian counties, as well as other health and social service providers who represented vulnerable members of the community.

Detailed information on each hospital's Community Health Needs Assessment and outcomes of the implementation strategies are available at ChooseMemorial.org/HealthyCommunities.



MISSION

Abraham Lincoln Memorial Hospital

Community benefit total of **\$4,725,000**

Patient Financial Assistance	\$676,000
Unpaid Medicaid	\$1,764,000
Other Community Programs.....	\$2,285,000

Abraham Lincoln Memorial Hospital Foundation

Community benefit total of **\$630,000**

Memorial Medical Center

Community benefit total of **\$89,664,000**

Patient Financial Assistance	\$7,180,000
Unpaid Medicaid	\$11,371,000
Other Community Programs.....	\$71,113,000

Memorial Medical Center Foundation

Community benefit total of **\$721,000**

Passavant Area Hospital

Community benefit total of **\$18,328,000**

Patient Financial Assistance	\$1,799,000
Unpaid Medicaid	\$11,590,000
Other Community Programs.....	\$4,939,000

Passavant Area Hospital Foundation

Community benefit total of **\$223,000**

Taylorville Memorial Hospital

Community benefit total of **\$2,001,000**

Patient Financial Assistance	\$606,000
Unpaid Medicaid	\$1,185,000
Other Community Programs.....	\$210,000

Taylorville Memorial Hospital Foundation

Community benefit total of **\$39,000**

2019-2021 Priorities

Abraham Lincoln Memorial Hospital, Logan County

Obesity, Mental Health, Substance Abuse, Cancer

Memorial Medical Center, Sangamon County

Access to Care, Mental Health, Substance Abuse,
Mother/Infant Health

Passavant Area Hospital, Morgan County

Access to Care, Mental Health, Substance Abuse

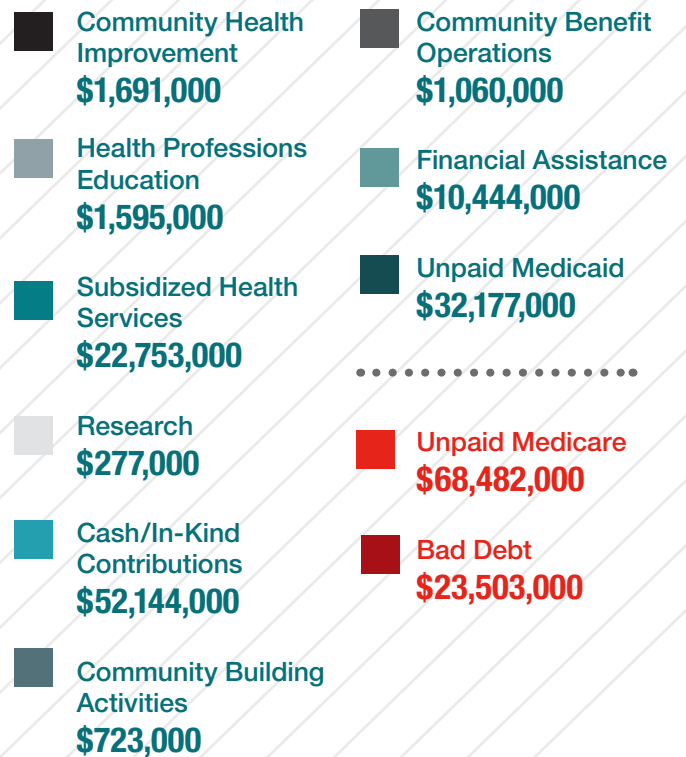
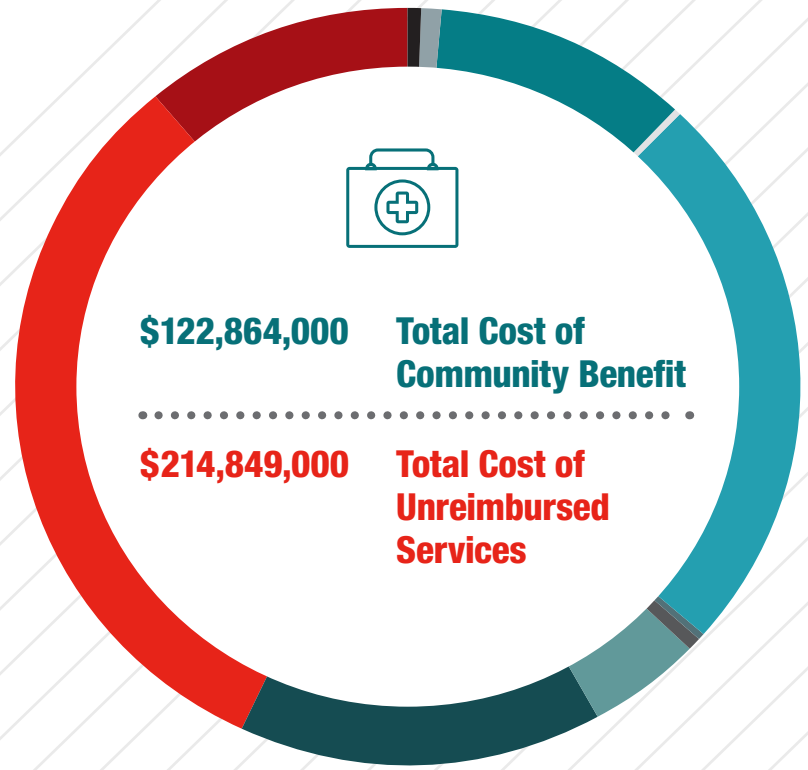
Taylorville Memorial Hospital, Christian County

Mental Health, Substance Abuse



Additional community benefit totaling **\$6,532,000** came from the health system's other three affiliates and additional business lines. Community benefit provided by each was:

Memorial Physician Services	\$5,304,000
Memorial Behavioral Health	\$558,000
Memorial Home Services	\$167,000
Passavant Physician Association.....	\$503,000





Healthy Jacksonville hosted a Trunk or Treat event for kids and families on the northeast side of Jacksonville on Oct. 30.

Healthy Jacksonville Connects Residents with Care

When Passavant Area Hospital and its partners launched the Healthy Jacksonville initiative, their goal was to help 12 clients improve their health in the first year. Eight months in, they had 85 clients – and the phone was still ringing.

The program's strong relationship with local agencies – as well as the trust they've built with their new clients—are at the heart of that success, leaders say.

"I'm amazed, and so surprised, by the clients and agencies who have been so willing to work with us," said Sarah Karraker, supervisor, Care Coordination and Social Services, at Passavant.

Healthy Jacksonville partners Passavant with SIU Medicine, as well as MacMurray College, to benefit the residents of Jacksonville's northeast side. Data shows that residents of this neighborhood frequently visit the Passavant Emergency Department (ED) for non-emergency medical needs – a sign that access to care is a challenge in the area. Access to healthcare also emerged as the highest priority on Morgan County's 2018 Community Health Needs Assessment.

Healthy Jacksonville is based on the model used by the Access to Health Collaborative in Springfield, which began in 2015 from a partnership between Memorial Medical Center, HSHS St. John's and SIU Medicine in the Enos Park neighborhood and has since

expanded into nearby Pillsbury Mills.

The Passavant Area Hospital Foundation provided a \$169,000 grant to fund Healthy Jacksonville's first year, which includes two community health workers who work to build relationships with neighborhood residents and connect them with the help they need. The initiative's first-year goals were to increase the number of Jacksonville residents who have a medical home, decrease use of the PAH ED for non-emergency care and improve residents' overall health.

One of the biggest factors keeping neighborhood residents from accessing care is transportation. Community health workers have access to a vehicle donated by the Passavant Auxiliary to assist with transportation of clients to medical appointments, while local cab companies and the West Central Mass Transit District are also available to help those without a ride.

Community partnerships have been critical in Healthy Jacksonville's early success. Many of the program's first clients connected with Healthy Jacksonville through the Spirit of Faith

Soup Kitchen, which serves nightly free meals and provides after-school programming.

"Our role is to connect people to services that already exist locally," Karraker said. That includes Memorial Behavioral Health, the local summer lunch program, agencies that provide housing assistance and more. The Jacksonville Police Department, as well as Lincoln Elementary School, have also provided strong support.

Future goals include upgrading Minnie Barr Park, where the neighborhood's children go to play. The initiative also sponsored several family activities in the park this year, including an Easter egg hunt.

"It's been really eye-opening to see the needs the community has, but also to see how rewarding it is when the community pulls together," Karraker said.



ALMH Helps Logan County Residents Quit

Smoking can cause major health problems, including a higher risk of cancer, heart disease and stroke.

But those risks are especially great during pregnancy. The Centers for Disease Control and Prevention estimates that tobacco use during pregnancy causes up to 10 percent of all infant deaths due to problems like premature birth, poor lung development and low birth weight.

Data shows that 40 percent of mothers ages 15-24 in Logan County smoked during their pregnancies, a significantly higher rate than the statewide average of about 8 percent. Substance abuse was cited as a major health concern in Logan County in the 2018 Community Health Needs Assessment.

“With more young people choosing to vape or use e-cigarettes, we are concerned these rates will increase,” said Angela Stoltzenburg, director, ALMH Community Health Collaborative. “Offering tobacco cessation services is an important strategy in our community health improvement plan.”

To help reverse these trends, ALMH’s Respiratory Therapy department offers free, individualized tobacco cessation counseling to everyone in Logan County—no doctor’s referral needed.

“People begin to experience health benefits only 20 minutes after quitting tobacco,” Stoltzenburg said. “We hope people struggling with nicotine addiction, including pregnant women, take advantage of this free resource.”



TMH Provides Training to Reduce Overdose Risk

Substance abuse was identified as a top priority in the Christian County 2018 Community Health Needs Assessment. One of the ways in which Taylorville Memorial Hospital is combatting the opioid epidemic is by providing community training in the use of naloxone (brand name Narcan), a medication used to reverse the effects of narcotics overdose. In FY19, TMH trained 100 people in the use of Narcan. For the past several years, TMH has also distributed kits to local law enforcement.

The CDC reports that

130 Americans die, on average, each day from opioid overdose.

Between 2013 and 2017, opioid overdose deaths increased by **82%** in Illinois.

According to the National Institute on Drug Abuse, opioid overdose deaths are **27-46%** lower in communities with naloxone training and distribution.

100 Number of people trained at TMH

103 Number of kits distributed to Christian County residents

MMC Supports Construction of New YMCA



On Thursday, March 14, the Springfield YMCA held a groundbreaking ceremony for a new downtown facility set to be constructed at Fourth and Carpenter streets.

This site is located on the campus of Memorial Medical Center, and MMC has pledged to provide \$10.4 million to support the project. The YMCA has also launched a community capital fundraising campaign to help cover the remaining cost of construction.

The facility is scheduled to open its doors to the community in fall 2020.

“The YMCA is a great partner for us, since we share a similar mission and values,” said Kevin England, Memorial Health System senior vice president and chief administrative officer, who also serves on the YMCA board of trustees. “We’re proud to provide the lead gift for this project as part of our efforts to improve the health of our local community.”





Providing Connection and Compassion



Last year, Memorial Behavioral Health debuted a new, nontraditional model for connecting with some of the community's most vulnerable individuals.

The Community Outreach and Engagement Team helps at-risk people in Springfield – including many who are homeless—access mental health and substance abuse treatment by building personal, trusting relationships.

As part of that model, Sara Anderson, a recovery specialist with Memorial Behavioral Health, is embedded among the staff at Helping Hands, a local shelter, three evenings a week. She also works alongside Springfield Police Department homeless outreach team officer Chris Jones, and the pair are familiar faces to many at Helping Hands and on the streets of downtown Springfield.

"Often, individuals who are homeless have extensive trauma," Anderson said. "It can be difficult for them to open up or trust someone."

The stigma surrounding mental health issues can also make people reluctant to undergo a mental health assessment or pursue treatment, she said. But by connecting with clients in the places where they feel most comfortable, she has succeeded in building relationships.

One of the people who has forged a bond of trust with Anderson during the past few months is James Harris, who spent 20 years living on the streets of Springfield while struggling with alcohol dependency, major depressive disorder and a seizure disorder.

"I have trust issues with everybody," he said. But he added that he came to trust Anderson and the Springfield Police Crisis Intervention Team officers when he realized how committed they were to ensuring he got treatment.

"You have the feeling that you can trust people who are willing to go to the lengths that they were in order to help," Harris said.

Mental health, substance abuse and a lack of access to care were all identified in the Sangamon County 2018 Community Health Needs Assessment as priorities for Memorial Medical Center to address. Memorial Behavioral Health is spearheading this initiative on behalf of MMC because of their longtime involvement with the homeless population. Getting appropriate care can reduce the time that at-risk individuals spend in the hospital or in jail – locations where those struggling with these issues often end up.

At first, Anderson and her colleagues saw that Harris was wary of accepting their help. "We would see him on the street and say, 'You can come to us whenever you're ready,'" she recalled.

When that day came, the team was able to respond quickly. Because Harris couldn't be admitted to a drug and alcohol treatment program without medication to control his seizures, Anderson and her colleagues took him to see a nurse practitioner at Helping Hands who was able to prescribe them. She also helped him reinstate his Medicaid and Social Security benefits and access other services he needed.

For many homeless individuals, logistical roadblocks like these can be significant barriers to getting mental health or drug use treatment, Anderson said. But the new Community Outreach and Engagement model allows her to take quick steps to resolve issues with missing paperwork, insurance coverage, healthcare access and more.

Harris knows the journey to recovery is a process that includes setbacks. But today, he's participating in Sangamon County's Mental Health Recovery Court program and working on his sobriety, and for the first time in his adult life, he can go home to his own apartment.

"The best part about working with James is his follow-through," Anderson said. "He's one of the most resilient people I know."

"She's a good person to work with," Harris said. "She's helped me out tremendously, even through all my struggles."



About Memorial Health System



One of the leading healthcare organizations in Illinois, Memorial Health System in Springfield is a community-based not-for-profit corporation dedicated to patient care, education and research. The health system's eight affiliates provide a full range of inpatient, outpatient, home health, hospice, behavioral health and primary care physician services. With five hospitals and other clinics in Sangamon and its neighboring counties, we deliver high-quality, patient-centered care in support of our mission to improve the health of the people and communities we serve.

Abraham Lincoln Memorial Hospital

ALMH is a critical access hospital in Lincoln serving the people and communities of Logan and eastern Mason counties. ALMH also offers a spectrum of outpatient rehabilitation, therapy and diagnostic testing.

ALMH.org

Decatur Memorial Hospital*

DMH provides inpatient and outpatient care to residents of Macon County and the neighboring counties, offering a wide range of general and specialized diagnostic, surgical and treatment services.

DMHCares.com

Memorial Behavioral Health

Memorial Behavioral Health offers a continuum of behavioral healthcare and rehabilitation services for children and adults in Sangamon, Menard, Logan, Mason, Scott, Christian and Morgan counties.

MemorialBehavioralHealth.org

Memorial Home Services

Memorial Home Services provides home health, hospice and medical equipment services across an 18-county region in central Illinois.

MemorialHomeServices.com

Memorial Medical Center

MMC is an acute care Magnet® hospital (for nursing excellence) in Springfield that offers comprehensive inpatient and outpatient services to residents of 40 central and southern Illinois counties. Since 1970, MMC has been a teaching hospital affiliated with Southern Illinois University School of Medicine for the purpose of providing clinical training for residents.

MemorialMedical.com

Memorial Physician Services

Memorial Physician Services is a primary-care network that serves patients in nearly 400,000 visits each year in central Illinois locations in Chatham, Jacksonville, Lincoln, Petersburg and Springfield.

MemorialMD.com

Passavant Area Hospital

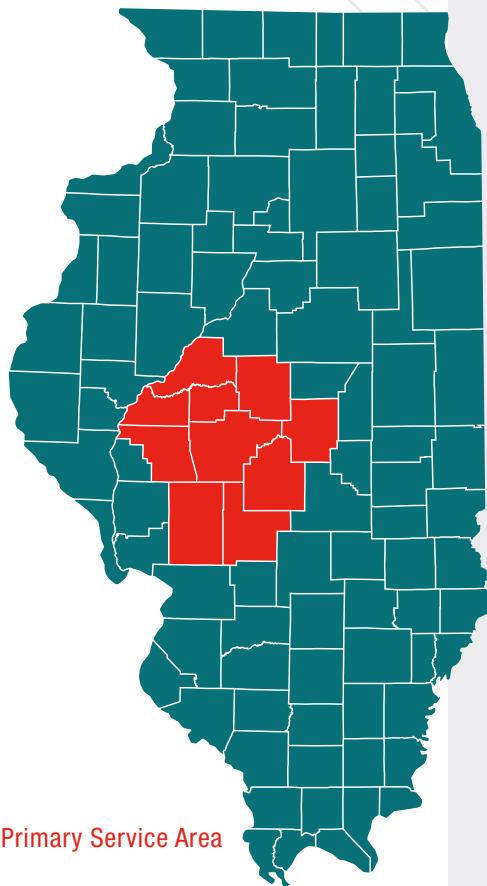
PAH is a Magnet® hospital (for nursing excellence) in Jacksonville serving the residents of Morgan, Cass, Greene, Scott, Macoupin and portions of Brown and northern Pike counties since 1875. PAH provides inpatient and outpatient services.

PassavantHospital.com

Taylorville Memorial Hospital

TMH is a critical access hospital in Taylorville offering a full range of inpatient and outpatient services to residents of Christian County.

TaylorvilleMemorial.org



*Decatur Memorial Hospital joined Memorial Health System on Oct. 1, 2019, after the close of the fiscal year. FY19 community benefit data from DMH is not reflected in this report.



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