



**PASSAVANT AREA HOSPITAL**  
**Community Health Need Assessment Implementation Strategy**  
**FY18 October 1, 2017 – September 30, 2018**  
**Final Outcomes**

Memorial Health System is a not-for-profit healthcare organization located in Central Illinois. It includes four hospitals: Memorial Medical Center in Sangamon County, Passavant Area Hospital in Morgan County, Taylorville Memorial Hospital in Christian County, and Abraham Lincoln Memorial Hospital in Logan County. Memorial Health System also includes Mental Health Centers of Central Illinois, Memorial Physician Services and Memorial Home Services.

Community health need assessments were completed in 2015 in each of the counties where the hospitals are located. These needs assessments meet the federal health reform's Section 9007 of the Patient Protection and Affordable Care Act of March 2010 and requirements of the IRS 990 Schedule H report.

**Passavant Area Hospital – Morgan County, Illinois** Passavant Area Hospital is a not-for-profit 93-bed rural community hospital that became affiliated with Memorial Health System in 2014. PAH completed its need assessment in 2015. In 2014, the estimated population of Morgan County was 34,929. 91.3 percent are white, 6.3 percent Black, 0.3 percent American Indian and Alaska Native, 0.5 percent Asian 0.1 percent Native Hawaiian and other Pacific Islander, 1.6 percent are two or more races, 2.3percent Latino or Hispanic. 3 percent of Morgan County's population speaks a language other than English in the home. 49.6 percent of the population is female, and 50.4 percent is male. 20.2 percent of the population is under the age of 18 and 17.7 percent are over 65. 88.1 percent are high school graduates (.8 percent higher than the Illinois average), 20.7 percent hold bachelor's degrees, and there are 2,997 veterans. The median household income in Morgan County is \$46, 809. 14.4 percent of people live below the poverty line (.3 percent higher than the Illinois average).

**Identified Priority Health Needs**

During its 2015 community health need assessment, Passavant Area Hospital identified the following priority health needs:

1. Access to Care

2. Access to Dental Care
3. Tobacco Usage
4. Sexually Transmitted Diseases
5. Mental Illness
6. Colon Cancer
7. Substance Misuse
8. Obesity
9. Early Sexual Health/Teen Pregnancy

**Priorities Not Selected by Passavant Area Hospital:**

- Access to Dental Care was not chosen because the hospital does not have the expertise to address the issue.
- Colon Cancer was not chosen because it consistently ranked as a low priority among community members. The hospital currently offers advanced colonoscopy services, and annual colorectal cancer education for the community. The hospital also partners with a local cancer foundation to provide free colorectal screenings to community members each year.
- Substance misuse was not chosen because it did not rank as a high priority among the advisory committee, in the community forum, or on the survey. It was perceived by the advisory committee that there would be little opportunity to make additional impact beyond what is being done through the Partnership for a Healthy Community, which is a collaboration of local law enforcement, education institutions, health providers, and The Wells Center, a drug and alcohol treatment facility. .
- Early Sexual Activity/Teen Pregnancy was not chosen because the Morgan County Health Department is already addressing this disparity in the schools, and it would be a duplication of services.
- Tobacco ranked significantly lower than other priorities in the forum and the survey. It was communicated that it would be difficult to make a significant impact as the Morgan County Health Department is partnering with the Illinois Quit line to offer smoking cessation products.
- Sexually Transmitted Diseases will be addressed as an Access to Care initiative in partnership with the health department, rather than a stand-alone priority. The hospital will continue to support the Morgan County Health Department's STD clinic which was reopened in 2014 using funds allocated by the hospital. This need continues to be met through this partnership established as a result of the 2012 CHNA.

**PAH Priority Health Needs**

1. Mental Health
2. Obesity
3. Access to Care

### Implementation Strategy for FY2018

<b>PRIORITY: MENTAL HEALTH</b>	
<b>Reasons for priority selection</b>	<p>Passavant Area Hospital’s 2015 community health need assessment identified mental health as a top priority through its data collection and analysis, community survey, and community advisory group. In FY16, PAH opened a 10-bed Inpatient Psychiatric Unit at Passavant Area Hospital, and added a third psychiatrist, Sheila Thomas, MD.</p> <p>Depression is a chronic disease that negatively affects a person's feelings, behaviors and thought processes. The Center for Medicare Services estimates that depression in older adults occurs in 25 percent of those with other illnesses, including: arthritis, cancer, cardiovascular disease, chronic lung disease, and stroke. Even those with the most severe depression can improve with treatments including medications, psychotherapies, and other methods. Increasing awareness, intervention, and access to mental health care would give residents of Morgan County the opportunity to live healthier lives.</p>

<b>Goal 1: Increase access to mental health services and decrease referrals made outside the service area.</b>			
<b>Target Population</b>	All residents of Morgan County		
<b>Objective</b>	Increase access to appropriate psychiatric services to both acute and chronically mentally ill patients.		
<b>Strategy Selected:</b> Behavioral Health Unit; Primary Care Intervention			
<b>Programs/resources hospital will commit:</b> Newly renovated Behavioral Health Unit, providers and staff.			
<b>Collaborative partners:</b> The Center for Psychiatric Health, Pain Clinic Staff, PPA Primary Care Staff			
Activity	Timeline	Anticipated Results	FY18 Outcomes
1. Maintain Behavioral Health Unit census at capacity	FY2018	<ul style="list-style-type: none"> <li>10-bed Inpatient Behavioral Health Unit will operate at capacity, reducing/eliminating board days in the Emergency Department, and improving access to inpatient mental health services for residents of Passavant’s service area.</li> </ul>	<ul style="list-style-type: none"> <li>Unit is operating at 84% of capacity. Capacity was set at 8 beds due to provider constraints. Average daily census to date is 6.75%. The limitations are due to a shortage of Psychiatrists.</li> </ul>

<p>2. Screen patients in Memorial Physician Services clinics for psych services.</p>	<p>FY2018</p>	<ul style="list-style-type: none"> <li>• Every patient visiting Memorial Physician Services physicians in the Medical Office Building will be screened. Patients showing risk factors will be counseled for follow up care with psych services.</li> </ul>	<ul style="list-style-type: none"> <li>• Complete. MPS providers are now screening patients to help identify those who are experiencing behavioral health issues. LCPC hired to help counsel patients of MPS providers. Dave Edwards (BHC at MPS) personally refers 1-2 patients a month, MPS physicians refer approximately 10 patients a week and outside sources refer approximately 5 – 10 patients per week.</li> </ul>
<p>3. Recruit additional provider at the Center to expand access for patients.</p>	<p>FY2018</p>	<ul style="list-style-type: none"> <li>• Additional access will reduce wait times for appointments.</li> </ul>	<ul style="list-style-type: none"> <li>• Complete. 2 NPs hired and new medical director physician named.</li> </ul>
<p>4. Review development of partial hospitalization program</p>	<p>FY2018</p>	<ul style="list-style-type: none"> <li>• Patients will have access to both inpatient and outpatient services as part of their care plan to provide a continuum of care throughout their treatment.</li> </ul>	<ul style="list-style-type: none"> <li>• Complete. Partial hospitalization opened October 1, 2018.</li> </ul>
<p><b>MEASURES: What will we measure to know the program is making a difference?</b></p>			
<p><b>Short term indicators &amp; source</b></p>	<ul style="list-style-type: none"> <li>• Eliminate board days in the Emergency Department and the need for emergency mental health services.</li> <li>• Provide conduit for screened patients to gain access to services at the Center.</li> <li>• Reduced wait times to get an appointment.</li> <li>• More options for patients who need a combination of mental health services.</li> </ul>		<ul style="list-style-type: none"> <li>• Complete. Average time spent in the ED for mental health patients YTD is 9 hours. Additional interventions are allowing patients access to non-emergent psych services.</li> <li>• Complete. MPS providers are referring patients to psych services.</li> <li>• Provider access is limiting our ability to reduce wait times to get an appointment. Ave. wait time is 60 days.</li> <li>• Complete. Memorial Behavioral Health will begin Mental Health Assessment within 1 week of patient presenting. Average wait time to see a therapist is 2-3 weeks.</li> </ul>
<p><b>Long term indicators &amp; source</b></p>	<ul style="list-style-type: none"> <li>• Fewer patients are being transferred out of the service area for inpatient psychiatric stays.</li> </ul>		<ul style="list-style-type: none"> <li>• Complete. 62 patients were transferred. Reason for transfer was unit at capacity.</li> <li>• Patients are seen in a reasonable amount of time as can be accommodated given provider constraints,</li> </ul>

	<ul style="list-style-type: none"> <li>• Patient wait times decrease, and patients are seen in a reasonable amount of time.</li> <li>• In its third year of operation, the annual utilization of the 10 bed Acute Mental Illness unit at Passavant shall meet or exceed the 85% utilization standard specified in the Certificate of Need.</li> <li>• More patients will receive appropriate mental health interventions, decreasing the need for emergency and inpatient behavioral health services.</li> </ul>	<ul style="list-style-type: none"> <li>• Unit is operating at slightly under 85% due to provider constraints.</li> <li>• Complete. Through the screening being done at MPS, more patients are receiving appropriate mental health interventions, thereby decreasing their need for emergency and inpatient behavioral health services.</li> </ul>
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**Goal 2: Implement Mental Health First Aid training in Morgan County.**

<b>Target Population</b>	Community at large
<b>Objective</b>	Step in early to stop the trajectory of issues that lead to mental health issues and the need for psychiatric intervention by providing community education to improve mental health literacy, early identification, peer intervention, and referral of community members to available resources if needed.

**Strategy Selected:** Mental Health First Aid (MHFA) is an evidence-based program that offers a five-day intensive training session to community members to become certified MHFA trainers. These certified trainers in turn go out in the community to provide an eight-hour education session to community members such as teachers, police, first responders, churches, youth leaders and others to teach them how to identify mental health issues, how to refer people to resources, and encourage community support of those struggling with issues that may contribute to mental illness. The Substance Abuse and Mental Health Services Administration (SAMHSA), the federal agency that leads public health efforts to advance the behavioral health of the nation, endorses MHFA and recently established grant funding for MHFA as part of the President’s initiative to increase access to mental health services. MHFA is on the National Registry of Evidence Based Practices (NREPP). All interventions on the registry have been independently assessed and rated for quality of research and readiness for dissemination. MHFA has been shown to increase understanding of mental health disorders, knowledge of available resources, and confidence in and likelihood to help and individual in distress.

**Commitment of Resources:** Memorial Health System committed funding in FY16 to bring trainers from the national program to Springfield to train up to 30 local community members in Mental Health First Aid, and additional training for certification in Youth Mental Health First Aid. Memorial paid for the tuition fee for attendees from Sangamon, Logan, Morgan and Christian counties and provided the conference center

and promotion of the event. In FY17-FY18, Memorial commits to funding Memorial Behavioral Health to provide ongoing coordination of the program. Every MHS hospitals commits to promoting the program within their local communities.

**Collaborative Partners:** Memorial Behavioral Health, Memorial Medical Center, Abraham Lincoln Memorial Hospital, Passavant Area Hospital, Taylorville Memorial Hospital, SIU School of Medicine, local school districts, area social service providers and the University of Illinois Springfield. Agencies sending a staff member(s) to receive MHFA/YMFA training include: The Phoenix Center, Community Connection Point, SIU CSN, Sangamon County Dept. of Public Health, HSHS St. John’s Hospital, Lincoln Land Community College, Springfield Urban League, Springfield Public Schools, Lincoln Prairie Behavioral Health, SIU Center for Family Medicine, First Christian Church of Jacksonville, Jacksonville Public Schools District 117, and New Holland Middletown Elementary School.

Activity	Timeline	Anticipated Results	FY18 Outcomes
1. Hold at minimum three MHFA community trainings by certified MHFA instructors in each county, for a total of 12 courses.	FY2018	Increased number of individuals in each community trained as mental health first aiders.	<ul style="list-style-type: none"> <li>• Complete. Four classes have been taught in Morgan County. 81 people from Morgan County were trained in FY18.</li> </ul>
2. Promote the program to Morgan county.	FY2018	Continue collaboration with Memorial Behavioral Health on a localized communication plan to create awareness of and promote available MHFA courses.	Complete. Marketing & Communications continues to promote MHFA in the community through Facebook posts, email blasts, posters and flyers. <ul style="list-style-type: none"> <li>o 7 Facebook events posted</li> <li>o 6 posts providing general information about MHFA classes</li> <li>o WAND TV featured a story about Mental Health First Aid with one of our instructors in November of 2017.</li> </ul>
<b>MEASURES: What will we measure to know the program is making a difference?</b>			
<b>Short term indicators &amp; source</b>	<ul style="list-style-type: none"> <li>• Number of PAH-sponsored community training events</li> </ul> Source: MHFA data collection tool		<ul style="list-style-type: none"> <li>• 4 PAH sponsored training events.</li> </ul>
<b>Long term indicators &amp; source</b>	<ul style="list-style-type: none"> <li>• Among instructors and first aiders, increases in: mental health literacy, awareness of available resources, and confidence in assisting individuals in distress.</li> </ul>		Out of a sample of <b>44</b> FY18 participants (N=44), the median and mean scores (on a scale of 1-5) for each of the below activities indicates a high training impact for MHFA: <ul style="list-style-type: none"> <li>• Recognize the signs that someone may be dealing with a mental health challenge or crisis – Median=5.0, Mean=4.71</li> </ul>

	<ul style="list-style-type: none"> <li>Source: Survey of community members trained as instructors and first aiders.</li> </ul>	<ul style="list-style-type: none"> <li>Reach out to someone who may be dealing with a mental health challenge – Median=5.0, Mean=4.75</li> <li>Ask a person whether s/he is considering killing her/himself – Median=5.0, Mean=4.68</li> <li>Actively and compassionately listen to a person in distress – Median=5.0, Mean=4.66</li> <li>Offer a distressed person basic “first aid” level of information and reassurance about mental health problems – Median=5.0, Mean=4.65</li> <li>Assist a person who may be dealing with a mental health problem or crisis to seek professional help – Median=5.0, Mean=4.72</li> <li>Assist a person who may be dealing with a mental health problem or crisis to connect with appropriate community, peer, and personal supports – Median=5.0, Mean=4.68</li> </ul>
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**PRIORITY: OBESITY**

<b>Reason for priority selection</b>	Morgan County’s CHNA ranked obesity as a high priority among the core group and the advisory group, and it ranked fourth out of nine priorities in the community survey.
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**Goal 1: Expand access to the Memorial Weight Loss and Wellness Center (MWLWC) program in Morgan County.**

<b>Target Population</b>	Adults who are overweight who live in Morgan County
<b>Objective</b>	Expand access to the Memorial Weight Loss and Wellness Center at Passavant Area Hospital in Morgan County by integrating with Memorial for management and technology resources.

**Strategy Selected:** Healthy People 2020 goals highlight the need for increased intervention by physicians with patients in the areas of nutrition and weight status (NWS).

- NWS-6.1: Increase the proportion of physician office visits made by patients with a diagnosis of cardiovascular disease, diabetes, or hyperlipidemia that include counseling or education related to diet and nutrition. (Baseline: 20.8 percent of physician visits in 2007; Target = 22.9 percent/10 percent improvement)

- NWS-6.2: Increase the proportion of physician office visits made by adult patients who are obese that include counseling or education related to weight reduction, nutrition or physical activity. (Baseline: 28.9 percent of physician visits in 2007; Target = 31.8 percent/10 percent improvement)

Memorial’s Weight Loss and Wellness Center is based on the nationally recognized, evidence-based model of Geisinger Health System. Memorial’s program includes a medical (non-surgical) weight loss program; accredited bariatric surgery program; diabetes services; outpatient nutrition services; and fitness. It provides physicians a comprehensive resource to refer their patients to for individualized counseling and education. There is no other program offering this specialized approach in central Illinois.

**Programs/resources hospital will commit:** Passavant Area Hospital will provide facility for the program, staffing, training and financial support.

**Collaborative partners:** Memorial Medical Center, Memorial Physician Services, Springfield Clinic, SIU School of Medicine

Activity	Timeline	Anticipated Results	FY18 Outcomes
1. MWLWC at Passavant will average 30 active patients/mo.	FY2018	<ul style="list-style-type: none"> <li>• Patients enrolled</li> </ul>	<ul style="list-style-type: none"> <li>• Complete. Ave. 85/mo.</li> </ul>
2. MWLWC will collaborate with Passavant to execute a communication and marketing plan	FY18	<ul style="list-style-type: none"> <li>• Increase community and provider awareness of treatment options for patients in Morgan county</li> </ul>	<ul style="list-style-type: none"> <li>• Complete. PAH supports the WLW program with printed materials and on our website.</li> </ul>
3. MWLWC will collaborate with Passavant to collect outcome variables on patients enrolled	FY2018	<ul style="list-style-type: none"> <li>• Data collected</li> </ul>	<ul style="list-style-type: none"> <li>• Complete. Data collection occurring.</li> </ul>
<b>MEASURES:</b> What will we measure to know the program is making a difference?			
<b>Short term indicators &amp; source</b>	<ul style="list-style-type: none"> <li>• MWLWC program development at Passavant.</li> </ul>		<ul style="list-style-type: none"> <li>• Complete.</li> </ul>
<b>Long term indicators &amp; source</b>	<ul style="list-style-type: none"> <li>• Medical weight loss patients who complete at least 6 months of programming, on average, will achieve 5% weight loss.</li> <li>• Bariatric surgical patients will achieve, on average, 45% excess weight loss at one year post-op.</li> <li>• MWLWC at Passavant will achieve 40 physician referrals in year 3 (FY18).</li> </ul>		<ul style="list-style-type: none"> <li>• Ave weight loss at 6 mos. is 5%</li> <li>• Bariatric surgery patients lose on average 70% excess body weight</li> <li>• PAH referrals 82</li> </ul>



<b>Goal 2: Support community health initiatives that encourage healthy behaviors.</b>			
<b>Target Population</b>	Morgan County residents.		
<b>Objective</b>	Financially support programs that provide opportunities for residents to practice healthy behaviors.		
<b>Strategy Selected:</b> Support community programs that encourage exercise and healthy eating choices.			
<b>Programs/resources hospital will commit:</b> Passavant Area Hospital will sponsor the Girls on the Run (GOTR) Jacksonville Program and the Walking for Wellness Program; and continue the spreading the 5,2, 1, 0 message to the community through public service announcements, educational materials, and educational sessions.			
<b>Collaborative partners:</b> Jacksonville School District 117, First Christian Church, Farmers' Market, YMCA			
<b>Activity</b>	<b>Timeline</b>	<b>Anticipated Results</b>	<b>FY18 Outcomes</b>
1. Maintain programs at a minimum of <b>five</b> Girls on the Run sites, both public and private, in Morgan County.	FY 2018	<ul style="list-style-type: none"> <li>At least 5 schools in Morgan County will host GOTR sites, and as a result of the GOTR program season and 5k race event, 75% of GOTR participants and their families will report that the program positively impacted their attitude towards exercise.</li> </ul>	<ul style="list-style-type: none"> <li>Complete. GOTR in 10 schools with 130 girls in the PAH service area. 5 in Morgan County, with 67 participants.</li> </ul>
2. The Walking for Wellness Program will run November 2016-March 2017, daily from 6am-1 pm all days school is in session, in cooperation with School District 117, and year around, daily from 1-3 at First Christian Church	FY2018	<ul style="list-style-type: none"> <li>10,000 walkers will participate in the 5 month Walking for Wellness Program held at the Jacksonville High School Bowl and the 12 month Walking for Wellness Program held at First Christian Church.</li> </ul>	<ul style="list-style-type: none"> <li>Complete. 2276 at First Christian Church through June2018; 7980 encounters at the JHS Bowl to date, up 22% over last year.</li> </ul>
3. Passavant will market the 5, 2, 1, 0 healthy	FY 2018	<ul style="list-style-type: none"> <li>The 5, 2, 1, 0 message will be incorporated into community</li> </ul>	<ul style="list-style-type: none"> <li>Complete. The 5210 communications plan included Facebook posts and healthy habits programs at community events.</li> </ul>

<p>living message to the community.</p>		<p>events, programs, and social media campaigns.</p> <ul style="list-style-type: none"> <li>• The 5, 2, 1, 0 message will be shared at least once monthly via public service announcement, educational program, or educational material.</li> <li>• Jacksonville School District 117 will incorporate 5-2-1-0 into their 5<sup>th</sup> grade curriculum plans across the district.</li> </ul>	<ul style="list-style-type: none"> <li>• Complete. PSAs are running in our regular radio rotation.</li> <li>• Complete. 250 Jacksonville School District 117 5<sup>th</sup> graders received lessons and activities around reducing screen time and healthy eating. Activities included trackers, goal sheets and letters to parents about program objectives.</li> </ul>
<p><b>MEASURES: What will we measure to know the program is making a difference?</b></p>			
<p><b>Short term indicators &amp; source</b></p>	<ul style="list-style-type: none"> <li>• 5 schools will participate in GOTR for the 2017-18 school year</li> <li>• Walking sites will be offered at the Jacksonville High School Bowl and First Christian Church for the 2017-18 year</li> <li>• Increase awareness of 5210 among Morgan County residents via survey of engaged sites.</li> <li>• As measured by the Illinois Youth Survey: (1) Overweight and obesity prevalence among children will not increase and (2) intake of fruits/vegetables will increase.</li> </ul>	<ul style="list-style-type: none"> <li>• Complete. 5 schools participating.</li> <li>• Complete. Walking for Wellness was enhanced with special events and customer appreciation days where participants received free screenings and health snacks.</li> <li>• Complete. Dietitian and intern distributed healthy eating education on 25 occasions at schools, afterschool programs, and health fairs.</li> <li>• Complete. Latest IL Youth survey results are from 2016 which shows overweight and obesity prevalence is decreasing: average 17% in 2014; 15% in 2016; Intake of fruits/vegetables has increased slightly-.03% overall</li> </ul>	
<p><b>Long term indicators &amp; source</b></p>	<ul style="list-style-type: none"> <li>• 75% of GOTR participants and their families would report a positive impact on their attitude toward exercise as measured Girls on the Run survey of participants and their families.</li> <li>• Walkers surveyed from the Bowl and FCC would report an increase in physical activity due to the availability of the Walking for Wellness program.</li> </ul>	<ul style="list-style-type: none"> <li>• Complete. 85% improved confidence, competence, caring, character or connection. Increased physical activity by more than 40%. 97% learned critical life skills. 89% of participant’s families reported that the Girls on the Run program or 5k event positively affected their girl and/or their family’s attitude toward exercise</li> <li>• Complete. People are genuinely pleased with the program and ask for it to be open longer.</li> </ul>	

<b>PRIORITY: ACCESS TO CARE</b>	
<b>Reasons for priority selection</b>	Passavant Area Hospital’s 2015 community health need assessment identified access to care as a top priority through its data collection and analysis, community survey, and community advisory group. It was ranked as the top priority in the community survey. Healthy Communities Institute data for Morgan County points to the need for increased primary care physicians and increased access to treatment for sexually transmitted diseases.

**Goal 1: Support Federally Qualified Health Center (FQHC) in Morgan County in Partnership with the Morgan County Health Department and Southern Illinois University.**

<b>Target Population</b>	Underserved and vulnerable residents of Morgan County.
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<b>Objective</b>	Support FQHC
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**Strategy Selected:** According to County Health Rankings, Federally Qualified Health Centers (FQHCs) are public and private non-profit health care organizations that receive federal funding under Section 330 of the Public Health Service Act. Governed by a community board, FQHCs deliver comprehensive care to uninsured, underinsured, and vulnerable patients regardless of ability to pay. FQHCs are located in high need communities in urban and rural areas and are often called Community Health Centers.

**Programs/resources hospital will commit:** Passavant Area Hospital will provide leadership, providers, and financial support towards the effort to a FQHC in Morgan County.

**Collaborative partners:** Morgan County Health Department (MCHD) and Southern Illinois University School of Medicine (SIU SOM)

Activity	Timeline	Anticipated Results	FY18 Outcomes
1. Passavant’s Marketing and Communications Department will work with SIU and the Morgan County Health Department to assist with the development of marketing materials that will be used to increase community	FY2018	<ul style="list-style-type: none"> <li>Passavant’s Marketing and Communications Department will develop and implement a marketing strategy that targets uninsured, underinsured, and vulnerable patients.</li> </ul>	<ul style="list-style-type: none"> <li>Complete. Passavant continues to support the Center for Family medicine by supplying marketing materials to help increase the community’s knowledge of the resource.</li> </ul>

knowledge of this resource.			
2. Expanded hours to 5 days per week to allow for more available appointments.	FY2018	The FQHC will see 250 patients in year two.	<ul style="list-style-type: none"> <li>Complete. Patients being seen 5 days per week.</li> </ul>
3. Add behavioral health and women’s health services	FY2018	Patients will have access to expanded specialized services through the Center.	Due to provider constraints, patients are being seen by the APN. Referrals are being made to MBH and the Women’s Health Center at PAH.
<b>MEASURES: What will we measure to know the program is making a difference?</b>			
<b>Short term indicators &amp; source</b>	<ul style="list-style-type: none"> <li>Increased number of patients being seen</li> </ul>		<ul style="list-style-type: none"> <li>2271 Patients seen in FY18</li> </ul>
<b>Long term indicators &amp; source</b>	<ul style="list-style-type: none"> <li>Primary care provider and non-physician primary care provider rates would increase. Uninsured, underinsured, and vulnerable patients will have an established medical home.</li> <li>Specialized care is provided.</li> </ul>		<ul style="list-style-type: none"> <li>Complete. At this time there is one APN provider. The target population now has the opportunity to call the Center their medical home.</li> <li>Complete. Specialized care is available upon referral.</li> </ul>

<b>Goal 2: Continue to support Morgan County Sexually Transmitted Disease Clinic of the Morgan County Health Department.</b>	
<b>Target Population</b>	Underserved and vulnerable residents of Morgan County.
<b>Objective</b>	Increase diagnosis and treatment of sexually transmitted diseases by providing financial support to the Morgan County Health Department’s STD Clinic.
<p><b>Strategy Selected:</b> Increase access to care by financially supporting the reopening and operations of a walk-in STD Clinic run by the Morgan County Health Department, which was closed in 2008. Without Passavant’s support, the clinic would not be able to offer services.</p> <p><b>Programs/resources hospital will commit:</b> Passavant Area Hospital will provide financial support for the Morgan County STD clinic, including subsidizing the cost of needed supplies and additional personnel hours to manage the clinic.</p> <p><b>Collaborative partners:</b> Morgan County Health Department (MCHD)</p>	

Activity	Timeline	Anticipated Results	FY18 Outcomes
Provide financial support to maintain the Morgan County STD Clinic at the Morgan County Health Department.	FY18	<ul style="list-style-type: none"> <li>The Morgan County STD Clinic will continue treating patients for STD's on a walk-in basis at their twice weekly clinic.</li> </ul>	<ul style="list-style-type: none"> <li>Complete. Increased annual monetary support of the STD Clinic to \$9,500.</li> </ul>
<b>MEASURES: What will we measure to know the program is making a difference?</b>			
<b>Short term indicators &amp; source</b>	<ul style="list-style-type: none"> <li>As awareness of the clinic continues to increase, it is anticipated that the STD rate will continue to rise, as more cases are being diagnosed and treated due to better access to care. Measurement will be provided by Morgan County Department of Public Health.</li> </ul>		<ul style="list-style-type: none"> <li>Number of clients seen MCHD FY18 - 221; 2017 - 201</li> <li>Clients treated 2018 – 41; 2017 - 43</li> </ul>
<b>Long term indicators &amp; source</b>	<ul style="list-style-type: none"> <li>Increased numbers of people will be diagnosed and treated for STDs. Long term success will be measured by reduction in overall STD rates for Morgan County, as reported by Morgan County Health Department and, when available, by the Illinois Department of Public Health.</li> </ul>		<ul style="list-style-type: none"> <li>Positive for Gonorrhea – '18 - 11-, '17-11</li> <li>Positive for Chlamydia – '18-38, '17-27</li> <li>Morgan County saw a drop of more than 50 percent in reported chlamydia cases from the first six months of 2017 to the first six months of this year.</li> </ul>

<b>Goal 3: Offer free Medicare and insurance counseling to residents of Morgan County.</b>	
<b>Target Population</b>	Morgan County residents
<b>Objective</b>	Provide Medicare/Insurance Consultant free of charge.
<b>Strategy Selected:</b> Insurance Counseling: Each year Lorna Legreid, Passavant's Medicare/Insurance Consultant, helps hundreds of community members understand and cope with paperwork and billing that follows a hospital stay. Lorna is available to assist discharged patients with the filing of Medicare/Insurance forms and helps clients understand the comprehensive process of filing claims.	

<p><b>Programs/resources hospital will commit:</b> Passavant Area Hospital will provide Medicare/Insurance Consultation services free of charge for Morgan County residents.</p>			
<p><b>Collaborative partners:</b> Jacksonville Senior Center, SHIP Senior Health Insurance</p>			
Activity	Timeline	Anticipated Results	FY18 Outcomes
<p>Passavant will continue to offer to the public, free of charge, a full time Medicare/insurance consultant to help answer questions with regards to insurance and billing information.</p>	<p>FY2018</p>	<ul style="list-style-type: none"> <li>The Medicare/Insurance counselor will help patients navigate their health insurance options and obligations free of charge.</li> </ul>	<ul style="list-style-type: none"> <li>Complete. PAH employees 1 full time FTE with the sole purpose of providing free Medicare and insurance consulting and answer questions about insurance and billing.</li> </ul>
<p><b>MEASURES: What will we measure to know the program is making a difference?</b></p>			
<p><b>Short term indicators &amp; source</b></p>	<ul style="list-style-type: none"> <li>Consultant would have 100 contacts/month with clients</li> </ul>	<ul style="list-style-type: none"> <li>Complete. Average is 190 per month.</li> </ul>	
<p><b>Long term indicators &amp; source</b></p>	<ul style="list-style-type: none"> <li>Consultant would have 1200/contacts per year with clients</li> </ul>	<ul style="list-style-type: none"> <li>Complete. 1522 seen this year. 100% of clients report better understanding of their Medicare and insurance benefits.</li> </ul>	

Approved by the PAH board on Aug. 17, 2017.