

Jackson Park Hospital Foundation
Community Needs Health Assessment
Implementation Strategy
2015-2018

I. Introduction

Mission

The mission of the physicians, staff, and Board of Directors of the Jackson Park Hospital Foundation is to provide compassionate and high-quality healthcare services to meet the needs of the patients and communities we serve.

Vision

In the midst of a rapidly changing healthcare environment, we will realize our mission by providing comprehensive healthcare services with strong interdepartmental collaboration and high-quality facilities.

Values

We believe that all human beings possess intrinsic value. We strive to ensure:

- Our operations will be patient-centered
- All patients will be treated with dignity and respect
- Patients' rights will be honored

We will serve anyone in need of healthcare regardless of race, gender, national origin, disability, age, or ability to pay. We believe in high levels of ethical and professional conduct. We believe in operating in an efficient and effective manner in order to remain a viable community healthcare provider.

Who We Are

Jackson Park Hospital is a not-for-profit, community based, full service acute care hospital located on Chicago's Southeast side in a Federally Designated Healthcare Professional Shortage Area (HPSA). We are a Safety-Net hospital that serves a medically underserved community comprised of more than 60% Medicare and Medicaid patients. Jackson Park Hospital has a long-standing commitment to its community. We provide Financial Assistance to those in need. We also provide charity care to those eligible patients who cannot afford to pay or are not eligible for coverage under the Affordable Care Act. The hospital also follows presumptive eligibility charity requirements as required by the State of Illinois.

II. Implementation Strategy: Goals and Objective

Objective:

Jackson Park Hospital's Implementation Strategy was designed to promote quality healthcare to residents of the southeast side of Chicago. We maintain a strong commitment to the community and developing outreach programs that address the social and healthcare

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concerns of residents in neighboring communities. The hospital is ambitious in strengthening current relationships and building new alliances with agencies and organizations that have the same goals and dedications for the communities that we serve.

Goals:

Jackson Park Hospital and Medical Center has set the following goals on behalf of its Implementation Strategy:

1. To promote good health and improve the quality of life.
 - a. Jackson Park Hospital provides and maintains charity assistance to the uninsured and underinsured. This policy includes free and discounted care to those unable to pay for medical care and services. Jackson Park Hospital has a long-standing relationship with First Source (previously Medassist), a company that provides assistance to patients and families to obtain insurance coverage from Medicaid, Medicare or other government sponsored programs. First Source services are available seven days a week and there is no cost to the patient or their family members.
 - b. The hospital renders free of charge medical care and services to indigent and un-domiciled patients in need of healthcare. If First Source is unable to find insurance coverage for the patient, they will assist the patient and or family in completing a charity care application, free of charge.
 - c. A wide range of services and programs are provided to assist individuals with identifying and exercising their health options, including supportive services, health screenings; informational education, training and/or seminars.
 - d. The hospital offers free blood pressure/hypertension screenings, diabetes risk assessments, P.S.A. laboratory testing, pulmonary function testing; including information on health and nutrition, breast self-exams and mammography's in its outreach events.
 - e. The outreach staff visit surrounding neighborhoods, participating in events and health fairs, providing information and services not only to people who are sick but also to teach community residents how to stay healthy.

2. To improve and maintain health within our communities.
 - a. The hospital recently developed an oncology clinic that serves all patients within the community regardless of the patient's ability to pay. The clinic diagnoses and treats all forms of cancer. If the hospital is unable to provide the necessary treatment, a referral is made to the appropriate center and we work with the patient and their families to facilitate the transition to a facility equipped to meet the patients need.

 - b. The hospital established a relationship with a new assisted living facility in the community to provide primary healthcare to its occupants by opening an on-site clinic at the facility thru our family practice residency program. Our

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residents provide primary care to 24 residents in the facility on an ongoing basis.

3. To cultivate both social and health care by championing education.
 - a. In May 2017, the hospital sponsored and participated in 4 local public radio talk shows with topics ranging from: Choosing prenatal care providers; Common Discomforts of Pregnancy; Dental Health During Pregnancy; Morning Sickness; Contraception; Breast Health; Peri Menopause/Menopause; Teen Pregnancy; New Initiatives JPH OB Nurses are planning for Patients; Benefits of Breast Feeding; What Makes the OB LDR & Nursery Staff So Outstanding at JPH, etc.

Please note, most of the shows below allowed for listeners to "call in".

May 12, 8:30 - 9:00 a.m. - Dr. James Nunn on Maze Jackson/Charles Thomas Show

May 26, 5:30 - 6:00 p.m. - Dr. James Nunn - on Cliff Kelly Show

May 24, 5:50 - 6:00 p.m. - Karen Battle, R.N. and Gwen Woodridge, R.N (both from OB). - Cliff Kelly Show

May 31, 11:00 - 11:30 a.m. - Dr. Mary Palmore on the Perri Smalls Show.

- b. The hospital sponsors a Family Practice Residency program that has 18 medical Residents. These residents see patients at local supportive living facilities as well as skilled nursing homes in addition to the patients they serve at the hospital. Medical education is provided to 88 full-time students from various medical schools.
- c. The hospital expanded its medical education program to include six fourth year pharmacy students from Chicago State University. These pharmacy students receive important training in a clinical setting.
- d. Since many of the hospital's healthcare users are women and children, the hospital is very dedicated to teaching parents the importance of immunizations and reducing the outbreak of many childhood communicable diseases. The Jackson Park Hospital Immunization Program provides community outreach to increase the number of children immunized from infancy through elementary school. We also provide discounted back to school physicals and in cooperation with the City of Chicago, free Flu immunizations to children 6 to 18 years old.
- e. On Saturday August 5, 2017, the hospital participated in a "Health Fitness and Back to School Fair on the I.I.T. campus. In addition to our free screening services our representative was informing young women about O.B. services at the hospital.

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- f. The hospital in conjunction with the WIC (Women Infants and Children) Program provides nutrition education and appropriate food items for eligible pregnant women, infants and children up to age 5.

III. Communities Served

a. Primary Service Area

For acute care medical services, Jackson Park Hospital serves patients from the 60615, 60621, 60637, 60649, 60619, and 60617 zip codes. For psychiatric services, the service area is from the greater Chicago area.

b. Population

The population in Jackson Park Hospital's service area is described as primary compared to Cook County and the State of Illinois as a whole.

Economic Profile
(2016 Census Estimates)

<u>Service Area</u>	2016 Median Household <u>Income</u>
Primary	\$31,013
Cook County	\$55,251
Persons in poverty, Percent	16.2%
Illinois	\$57,574

Demographics – Population
(2015 Census Estimates)

<u>Service Area</u>	2015 <u>Population</u>
Primary	314,346
Cook County	5,203,499

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Illinois

12,801,539

IV. Community Health Care Needs

In an effort to determine what types of programs and services would better support the needs of the communities served by Jackson Park Hospital, the hospital has used the Illinois Hospital Association's 2015 Professional Research Consultants – Community Health Needs Assessment which includes the service area of the hospital. We have also drilled down into the data by our primary service area zip codes to obtain more specific information related to the primary service area.

The hospital engaged the research and marketing group, PACO, to better determine the health needs, outreach, education and marketing opportunities within our primary service area. They conducted focus groups to determine maternity and geriatric needs of the community as well as recommend a plan to market and reach this community.

There are many medical and social issues identified in our Community Health Needs Assessment that cannot be solved in the three years that the Community Health Needs Implementation Strategy covers. Instead, they require a long-term strategy that will extend over multiple implementation plans. However, the hospital is planning to address Diabetic Education, Weight Management, Smoking Cessation and Hypertension Management through education programs that will be conducted in our Family Practice clinic. These programs will be operational in late 2017.

V. Conclusion

Jackson Park Hospital is committed to providing compassionate and high-quality healthcare services to meet the needs of the patients and communities it serves on a daily basis. For this reason, Jackson Park Hospital continues to be diligent and determined to have a meaningful impact on its patients by improving the facility, services, and partnering with others who share the same goals.