



2024 Community Health Implementation Plan Jackson Park Hospital & Medical Center

Prepared in partnership with Illinois Public Health Institute



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Introduction

Jackson Park Hospital (JPH) completed a comprehensive Community Health Needs Assessment (CHNA) that was adopted by the Jackson Park Hospital Board of Directors in August 2024. Jackson Park Hospital performed the CHNA in adherence with federal requirements for not-for-profit hospitals set forth in the Affordable Care Act and by the Internal Revenue Service. The assessment considered input from community members, local government, and community-based organizations. This CHNA was completed in partnership with the Alliance for Health Equity and Illinois Public Health Institute. A Community Health Implementation Plan (CHIP) is a map to address the public health challenges identified in the 2024 CHNA.

The hospital's mission is to provide efficient and effective quality healthcare to meet the needs of the patients and communities it serves.

JPH is a 256 bed medical/surgical hospital, serving the needs of communities from 59th Street to 95th, from the lakefront to west of Halsted. JPH proudly provides inpatient and outpatient services to residents living within the city of Chicago. For over 100 years, Jackson Park Hospital has provided care and expanded services to include: family medicine, senior health, cardiology, mental health, opioid use disorder, orthopedic care, pain management, and more. The hospital has always strived to provide services that are responsive to the needs of patients. In addition, JPH staff strive to make every encounter a positive, helpful, and healing experience.

Community Health Needs

The CHNA process combined public health data and community input from focus groups and a community input survey to identify community health needs. Implementation priorities were chosen based on several criteria including:

- the severity of the issue;
- the importance of the issue to community members;
- alignment with JPH's mission, vision, goals, and strategic priorities;
- availability of resources; and
- alignment with existing programs and services within the hospital and the community.

Based on these criteria, the following strategies were selected for the CHIP:

- **improving access to health care and transportation;**
- **improving behavioral health and reducing substance use disorders;**
- **improving prevention and management of chronic disease; and**
- **increasing workforce development opportunities.**

As outlined in the CHNA, the hospital's primary service area encompasses several zip codes (60649, 60615, 60617, 60619, 60620, 60621, 60628, 60637 and 60636) and twenty community areas in Chicago. JPH will focus on improving health outcomes through implementation of the strategies above and in partnership with other agencies and organizations.

Implementation Strategies and Goals

Social determinants of health are the conditions in which people are born, grow, live, work, and age. These circumstances are shaped by the distribution of money, power, and resources at national and local levels and include factors such as access to affordable housing, access to healthy foods, availability of quality educational opportunities, and access to reliable transportation. The social determinants of health have a direct impact on health behaviors such as drug use, smoking, inadequate physical activity, and poor nutrition. As a result, social and economic conditions directly influence health outcomes.

Due to the unequal distribution of power and resources across populations, people of color often face a disproportionate amount of social and economic inequities. The communities served by JPH are predominately

African American/Black and typically experience higher levels of social and economic hardship compared to the rest of Chicago. Within its implementation strategies, JPH has prioritized addressing the social determinants of health in an effort to have the greatest impact possible on the health of the communities it serves.

Strategy – Improve access to healthcare and transportation

Lack of access to transportation is a major barrier to seeking preventative care or treatment for acute and chronic conditions. Delayed care often leads to worsened health outcomes. As a result, JPH's goal is to enhance and expand its transportation services and programs.

Current service overview

- Jackson Park Hospital's Transportation Service provides free round-trip transportation to an average of 200 patients monthly.
- The service primarily supports seniors (55 and over) enrolled in the Golden Light Program, with 75 enrolled members and 60 utilizing the transportation services.
- Transportation is provided for clinic appointments, same-day surgeries, and outpatient visits across various specialties (e.g., primary care, internal medicine, cardiology, physical therapy, ophthalmology, podiatry, outpatient surgery).

Key benefits

- Improves access to healthcare by ensuring seniors can attend medical appointments and procedures safely and conveniently.
- Enhances health outcomes by enabling routine doctor visits and necessary medical care.

Objectives

- Improve access to routine medical care
- Decrease transportation-related delays in seeking care among the patient population
- Maintain and increase funding and partnerships for providing services
- Improve health outcomes among patients facing transportation-related barriers to care
- Provide financial support to patients through charity care and benefits enrollment

Implementation plan

- **Increase Capacity:** Expand the transportation service to accommodate more patients, reflecting the growing demand.
- **Broaden Eligibility:** Extend the transportation service to all patients who require transportation to appointments in the Medical Professional Building, regardless of age.
- **Funding and Partnerships:** Utilize partnerships with First Source to cover transportation costs through Medicaid, Medicare, or other government insurance for previously uninsured or underinsured patients.
- **Supportive Services:** Continue to provide charity assistance and discounted care to those unable to pay for medical care and services. Assist eligible patients with enrollment in assistance programs including public benefits.

Strategy – Improve behavioral health and reduce substance use disorders

Behavioral health is a critical component of overall well-being. In addition to affecting the patient's mental, social, and economic wellbeing, behavioral health influences many physical health outcomes. JPH's goal is to improve behavioral health access, enhance mental health services, and reduce substance use disorders, including opioid addiction.

Current service overview

JPH's current services include inpatient and outpatient behavioral healthcare. Going forward, the hospital aims to enhance its community-based services to increase support for residents living with mental illness or substance use disorders.

Objectives

- Improve the health status of behavioral health patients
- Reduce behavioral health readmissions
- Prevent opioid overdose deaths
- Increase patient and caregiver education on behavioral health programs

Implementation plan

- **Expand Screening and Tailored Care:** Implement routine depression screenings for all psychiatric care patients to provide better-tailored care.
- **Reintroduce and Expand Treatments:** Reintroduce Suboxone treatment for opioid use disorder in both inpatient and outpatient settings to reduce morbidity and mortality among individuals living with substance use disorders.
- **Increase Outpatient Services:**
 - Establish an Outpatient Psychiatric Specialty Clinic.
 - Explore telehealth options to increase access to outpatient behavioral health services.
- **Improve Caregiver and Community Support:**
 - Offer families and caregivers information on coping skills, understanding mental conditions, and available external services to increase non-medical support.
 - Share information and education on behavioral health issues through Community Outreach staff.
 - Continue collaboration with partners like the Alliance for Health Equity to address medication access barriers and provide community trainings, such as Mental Health First Aid.

Strategy – Improve prevention and management of chronic disease

Prevention, early detection, and consistent treatment of chronic conditions such as heart disease, diabetes, and hypertension lead to overall better health outcomes for communities. However, communities of color experiencing high rates of social and economic hardship, like those in JPH's service area, often experience significant inequities in chronic disease prevalence and chronic disease related mortality. By expanding outreach, continuing successful programs, strengthening partnerships, and continuously evaluating efforts, Jackson Park Hospital aims to improve prevention and management of chronic diseases, particularly for African American communities, fostering health equity and better health outcomes.

Current service overview

- Jackson Park Hospital hosts chronic disease screening events and outreach programs to increase screening, prevention, and management of chronic conditions.
- The Doctor Speaks program provides an opportunity for communities to have question and answer sessions with health professionals on a variety of topics related to chronic conditions.
- The previously mentioned Golden Light program provides support to local seniors to improve access to healthcare.

Implementation plan

- **Expand Outreach and Education:**
 - Organize outreach events offering screenings for diabetes, hypertension, and pulmonary function, alongside health education materials on nutrition, breast self-exams, mammograms, and PSA testing.
 - Target older adults and communities with high social needs through education, screenings, and chronic disease programs through the Golden Light Program.
- **Continue and Enhance “The Doctor Speaks” program:** Maintain and expand this program which includes a Q&A session on topics like orthopedic services, colonoscopies, surgeries, weight loss, diet and nutrition, medications, diabetes, and lung disease.
- **Strengthen Partnerships and Community Collaborations:**
 - Continue and expand partnerships with community-based organizations and local businesses (e.g., senior residences, banks, senior centers, health fairs, community service organizations) to support outreach events and gather insights for clinical improvements.

- Work with partners to develop strategies to reduce social needs gaps and improve social determinants of health, targeting racial disparities in chronic disease outcomes.
- **Continuous Evaluation and Program Improvement:** Regularly evaluate programs to identify opportunities for improvement - ensuring prevention, patient education, and support programs are effective and equitable.

Strategy – Increase workforce development opportunities

Sustained employment is a social determinant of health and has a significant impact on health through its influence on an individual's ability to access necessary resources such as safe housing, adequate food, and health insurance. Having healthcare staff that are diverse and invested in the communities they serve improves quality of care. As a result, JPH aims to improve both community health and healthcare quality by providing sustainable employment opportunities and increasing staff diversity.

Current service overview

- JPH staff partner with the 8th Ward Alderman's office, community-based organizations, City Colleges, and local high schools to recruit and train community members for staff positions at Jackson Park Hospital.

Objectives

- Recruit and train community members for entry-level positions and support opportunities for career advancement
- Foster diversity and investment in the community among healthcare staff
- Measure and track workforce development impact and employee advancement

Implementation plan

- **Continue community collaborations:** Continue working with the Eighth Ward Alderman's Office, community partners, and local City Colleges and high schools to recruit and train community members for entry-level positions.
- **New Partnerships:** Explore additional partnerships to enhance community-based workforce development and retention in positions such as transporters, medical assistants, and constant observers.
- **Develop Training Programs:**
 - Implement comprehensive recruitment and training programs for community members, focusing on entry-level healthcare positions.
 - Develop plans for ongoing education and professional development to advance employee knowledge and career growth.
- **Measure and Track Impact:**
 - Establish metrics and systems for measuring and tracking the impact of workforce development initiatives.
 - Monitor employee progress and advancement to ensure the effectiveness of training programs and identify areas for improvement.

Adoption of Implementation Strategy

On August 13, 2024, the Jackson Park Hospital Board of Directors met to review the findings of the 2024 Community Health Needs Assessment and the recommended 2023-3025 implementation strategies for addressing the community health needs identified in the Community Health Needs Assessment. Upon review, the Board approved this Community Health Improvement Plan as outlined and will provide the necessary resources and support to carry out the strategies.

August 15, 2024