



# AMITA Health Adventist Medical Center GlenOaks

## Community Health Needs Assessment Service Area Overview

2019

## Executive Summary

AMITA Health Adventist Medical Center GlenOaks (AHAMCGO) and members of Impact DuPage, a collaborative of the DuPage County Health Department, local hospitals and community partners, worked together over 12 months to build this comprehensive Community Health Needs Assessment (CHNA) for DuPage County. Using the Mobilizing for Action through Planning and Partnerships (MAPP) model for the CHNA, Impact DuPage engaged diverse groups of community residents and stakeholders and gathered robust data from various perspectives about health status and health behaviors.

Together with our community stakeholders, we have identified the following prioritized health needs in our community:

**Behavioral Health**, including substance use disorders as well as mental health with a focus on prevention and treatment.

**Health Status Improvement**, building a person-centered model of healthcare that is efficient and effective, creates meaningful access to care for all and demonstratively improves health status.

**Affordable Housing**, developing affordable housing that meets the demographic profile of the county that is appropriate and safe for all residents no matter their economic status.

To be successful, AHAMCGO will continue to partner with Impact DuPage to adopt shared and complimentary strategies and leverage resources to improve efficiencies and increase effectiveness for overall improvement. Data sharing across the local public health system was instrumental in developing this CHNA and will continue to be an important tool for establishing, measuring, and monitoring outcome objectives. The shared leadership model driving the CHNA will be essential to continue to balance the voice of all partners in the process including the hospitals, health department, stakeholders, and community members.

AHAMCGO has developed a Community Health Implementation Plan for the next three years that describes the programs we are undertaking to address these prioritized health needs in our community.

## Our Hospital and Community

### AMITA Health

AMITA Health is an award-winning health system committed to delivering compassionate care to nearly 6.6 million residents in Chicago and its surrounding suburbs.

As a faith-based health system in the respective Catholic and Adventist traditions, AMITA Health is committed to delivering inclusive and compassionate care, communicating clearly with patients and their families, respecting the faith traditions of all people, and honoring the dignity of everyone we serve. When people come to AMITA Health, they can expect to receive the very best care — and to be treated like family.

In keeping with the faith-based traditions of its legacy health systems, AMITA Health treats the whole person, including the physical, emotional, mental and spiritual needs of the people it serves. The system continually works to identify and to address community health needs, with a special focus on serving the needs of the poor, vulnerable and marginalized. AMITA Health annually provides more than \$82 million in community health and transformation programs and \$48 million in financial assistance.

### AMITA Health Adventist Medical Center GlenOaks

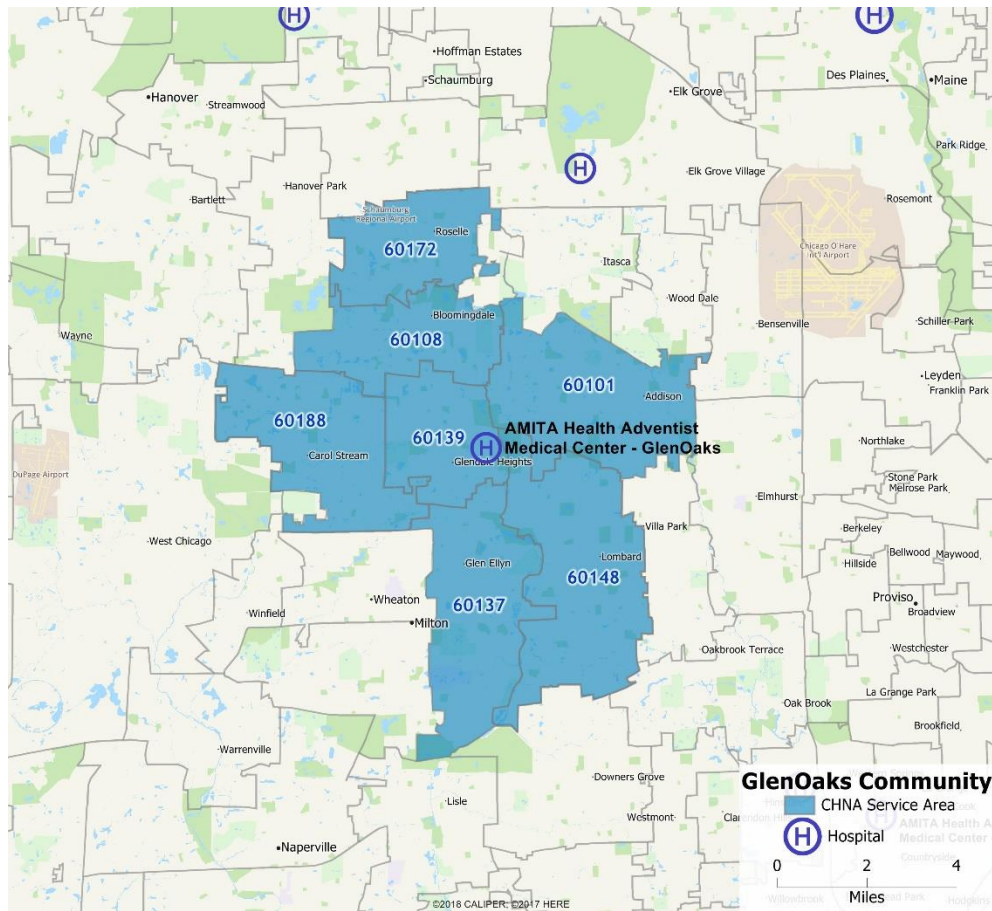
AMITA Health Adventist Medical Center GlenOaks is a 143- bed, full service medical facility that provides high-quality, compassionate and family-centered medical care to the 231,759 residents of Glendale Heights and the surrounding communities. AHAMCGO has earned a number of nationally recognized awards and safety grades including the Joint Commission Certified Primary Stroke Center designation and Blue Distinction Center (BDC) Designation for Maternity. It offers a Therapeutic Day School and Transition Program and Hepatitis C Clinic. It is also the only disproportionate share hospital in DuPage County.

### Impact DuPage

In 2018, AMITA Health Adventist Medical Center GlenOaks participated in the collaborative efforts organized by Impact DuPage to complete the assessments needed to for the Community Health Needs Assessment (CHNA). The results of the assessment findings can be found at [impactdupage.org](http://impactdupage.org). The full CHNA report can be found at [amitahealth.org/about-us/community-benefit/](http://amitahealth.org/about-us/community-benefit/). This cover document for that CHNA provides more information about the service area of AHAMCGO, its existing programs, and its specific needs within the context of the needs identified and prioritized in its service area.

### AHAMCGO Community

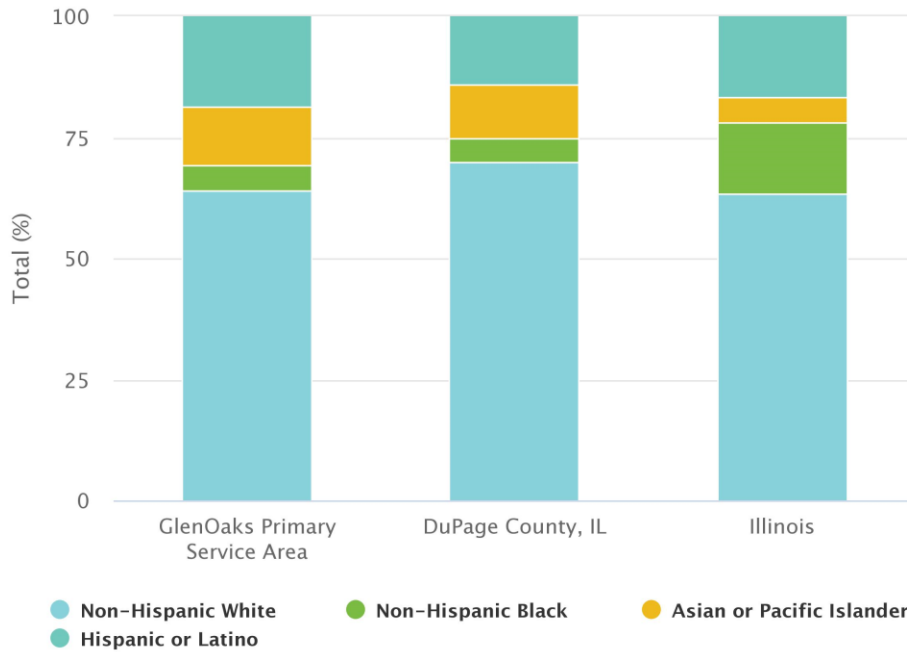
The AHAMCGO community consists primarily of Glendale Heights and the surrounding area. We define the AHAMCGO primary service area as the collection of ZIP codes where approximately 75% of hospital patients reside, and we focus our community health improvement on this service area.



Below are charts showing the diversity of the AHAMCGO community in terms of age, race, and ethnicity. The primary service area of AHAMCGO has a slightly higher Hispanic/Latino population than DuPage County and Illinois. The age spread of the primary service area is similar to DuPage County and Illinois.

### Population by Race/Ethnicity, 2011–2015

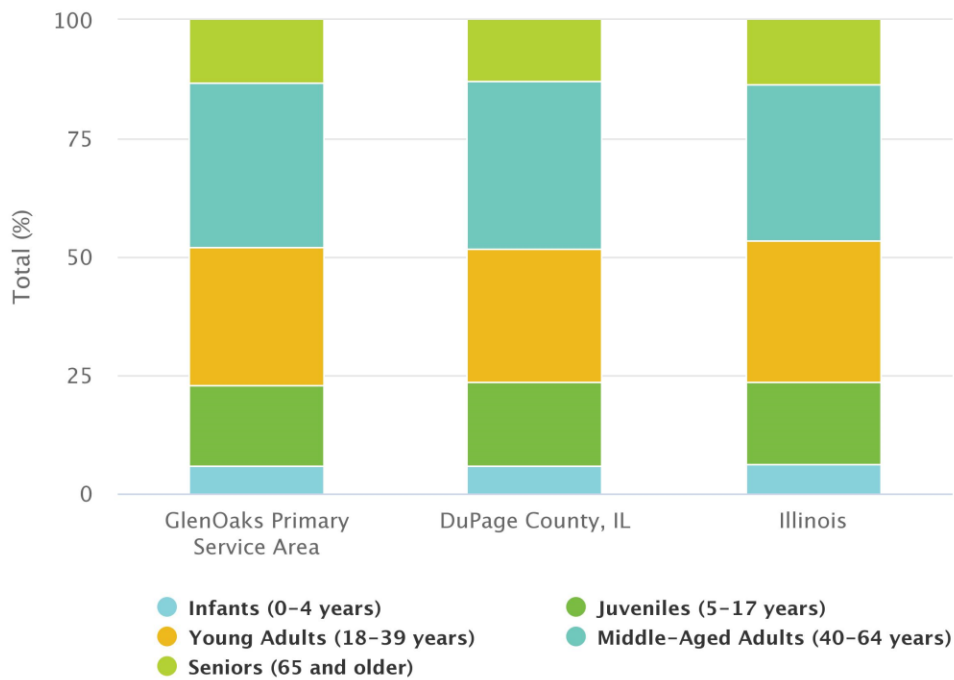
GlenOaks Primary Service Area and comparison



Data source: American Community Survey (ACS: Table B01001; Decennial Census: Table P012) | Created by Metopio | <https://metop.io>

### Population by Age, 2011–2015

GlenOaks Primary Service Area and comparison



Data source: American Community Survey (ACS: Table B01001; Decennial Census: Table P012) | Created by Metopio | <https://metop.io>

## Prioritized Health Needs

These prioritized health needs were selected in coordination with community residents and stakeholders through dedicated workgroups, focus groups, and 1,577 community survey responses. They represent where AHAMCGO will focus its community health efforts over the next three years, although it also offers programs serving health needs beyond these four prioritized issues. For more information on the process of selecting these community needs, please refer to the full CHNA.

<h3>Behavioral Health</h3>
<p><b>Goal:</b> To strengthen prevention and treatment of behavioral health issues for residents of DuPage County.</p> <p>Community mental health issues are exacerbated by long-standing inadequate funding as well as recent cuts to social services, healthcare, and public health. The World Health Organization (WHO) emphasizes the need for a network of community-based mental health service and has found that the closure of mental health facilities is often not accompanied by the development of community-based services, leading to a service vacuum. In addition, research indicates that better integration of behavioral health services, including substance use treatment, into the healthcare continuum has a positive impact on overall health outcomes. The age-adjusted rates of hospitalization in DuPage County for mental health and substance use disorder ranked in the bottom 50% of all Illinois counties (2015-2017).</p>
<h3>Health Status Improvement</h3>
<p><b>Goal:</b> To build a person-centered model of healthcare that is efficient, effective and creates meaningful access to care for all.</p> <p>HealthyPeople 2020 states that access to comprehensive healthcare services is important for achieving health equity and improving quality of life for everyone. Additionally, social and structural determinants of health such as poverty, unequal access to community resources, unequal education funding and quality, structural racism, and environmental conditions are underlying root causes of health inequities. Disparities in access to care and community resources were identified as underlying root causes of many of the health inequities experienced by residents in DuPage County. While 93.7% of DuPage County adults reported having health insurance, disparities still exist among the Hispanic/Latino population as well as those aged 25-34 years (2017).</p>
<h3>Affordable Housing</h3>
<p><b>Goal:</b> To develop affordable housing that meets the demographic profile of the county.</p> <p>Access to safe, affordable housing is a social determinant of health. Those living in unhealthy homes are at greater risk of food insecurity, infectious diseases, environmental hazards and poor academic performance. The recent assessment indicated a need for affordable housing across a variety of incomes as well as spread geographically around the county. Sixteen percent of DuPage County residents live in serve housing conditions such as overcrowding, high housing costs, lack of kitchen or lack of plumbing (2015).</p>

## Evaluation of Impact: Previous CHNA Implementation Strategy

An important piece of the three-year CHNA cycle is revisiting the progress made on priority needs set forth in the preceding CHNA. By reviewing the actions taken to address the prioritized needs and evaluating the impact those actions have made in the community, it is possible to better target resources and efforts during the next CHNA cycle.

The table below describes actions taken from the AMITA Health Adventist Medical Center GlenOaks' previous Implementation Strategy to address each priority need including any indicators for improvement. Included is any community input received from the previous 2016 CHNA and corresponding Implementation Strategy.

Nutrition, Physical Activity & Weight		
Action Taken	Status of Action(s)	Results
Partnership with FORWARD DuPage	Complete	<ul style="list-style-type: none"> <li>Through partnership with FORWARD DuPage, additional opportunities for children to be physically active increased through community, school and early childhood programming.</li> <li>FORWARD provided action plans for 8 early childhood centers and 6 schools in DuPage County in 2018 to increase physical activity, nutrition and wellness.</li> <li>Additionally, FORWARD focused on worksite wellness by adopting wellness policies and increasing nutritious food and beverage choices at 10 worksites in DuPage County.</li> </ul>
Mental Health		
Action Taken	Status of Action(s)	Results
Partnership with DuPage Health Coalition (Access DuPage)	In-Progress/On-Going	<ul style="list-style-type: none"> <li>In order to increase and secure access to mental health for those uninsured and underinsured, AMITA has partnered with DuPage Health Coalition to ensure 100% of Access DuPage members are assigned a primary care physician as well as to increase the number of behavioral health providers.</li> <li>In 2017, through the support of the DuPage Health Coalition, additional</li> </ul>

		psychiatry services were added to VNA, a Federally Qualified Health Center, for low-income residents of DuPage County.
<b>Diabetes</b>		
<b>Action Taken</b>	<b>Status of Actions(s)</b>	<b>Results</b>
Partnership with DuPage Health Coalition (Access DuPage)	In-Progress/On-Going	<ul style="list-style-type: none"> <li>• Through partnership with Access DuPage, Silver Access, which provides qualifying residents with help paying their health insurance premium, allowing them to afford a Silver plan in the health insurance marketplace, was implemented in 2016.</li> <li>• The program enrolled 171 members in 2016, 480 members in 2017 and 583 members in 2018.</li> <li>• Dispensary of Hope, a free pharmacy program offering more than 225 medications to qualifying individuals, launched in November 2017. This program serves an average of 85 patients per month.</li> </ul>

Upon review of the actions taken since the previous CHNA, greater need for outcome-based reporting was noted. As such, further refinement of the next Implementation Strategy and the reporting of outcomes will be a focus.



## Implementation

### Community Assets

AMITA Health Adventist Medical Center GlenOaks will continue working with organizations and stakeholders in its community to address its prioritized health needs, including:

Access DuPage	FORWARD DuPage
Behavioral Health Collaborative	HOPE Taskforce
DuPage County Community Services	Linden Oaks Behavioral Health
DuPage County Health Department	Metropolitan Family Services DuPage
DuPage County Public Defender's Office	People's Resource Center
DuPage Federation on Human Services Reform	Prairie State Legal Services, Inc.
DuPage Foundation	Prevention Leadership Team
DuPage Health Coalition	workNet DuPage- DuPage Count Workforce Development
DuPage Housing Collaborative	United Way of Metro Chicago
DuPage PADs	
Family Shelter Service	

### Implementation Plan and Collaborative Action

Driven by a shared mission and a set of collective values that have guided the CHNA process and decision making, AHAMGO and its community partners will work together to develop implementation plans and collaborative action targeted to achieving the shared vision of improved health equity, wellness, and quality of life across our community. Engaging in this collaborative CHNA process has developed a solid foundation and opened the door for many opportunities moving forward including partnership with diverse community stakeholders at regional and local levels to address health inequities and improve community health in our communities.



## Publication

AMITA Health Adventist Medical Center GlenOaks will share this document and related Implementation Strategies to address the needs identified in this document with all internal stakeholders including employees, volunteers and physicians. This Community Health Needs Assessment is available at [amitahealth.org/about-us/community-benefit](http://amitahealth.org/about-us/community-benefit) and is also broadly distributed within our community to stakeholders including community leaders, government officials, and service organizations.

We welcome feedback on this Community Health Needs Assessment and its related Implementation Strategy. Kindly send any feedback you have to the following address:

AMITA Health  
Attn: Community Benefit  
2601 Navistar Drive  
Lisle, IL 60532

On behalf of the Board of Directors of AMITA Health, the Adventist Midwest Health Board, has reviewed and approved this assessment in 2019.