



2016 UPDATE
Community Health Needs Assessment
2016-2018

Proud Member of:



Riverside Medical Center is located in Kankakee, Illinois, and is part of Riverside Healthcare, a fully-integrated healthcare system serving the needs of patients throughout the counties of Kankakee, Iroquois, Will, Grundy, Livingston and beyond. Riverside Medical Center is a 319-bed hospital that provides a full scope of inpatient and outpatient care. Riverside is a nationally recognized, award-winning hospital with leading programs in heart care, cancer care, neurosurgery and orthopedics. It is the area's only Magnet® Recognized hospital and has been named a 100 Top Hospital seven years in a row. Riverside also operates several community, primary and specialty health centers throughout the region

**Riverside Medical Center
2016 Update
Community Health Needs Assessment 2016-2018**

Introduction

While the 2016-2018 Community Health Needs Assessment Plan is currently underway, there are key updates to these priorities as accomplished by Riverside Medical Center in 2016. To continue to make the community aware of Riverside's commitment, the following update document has been created and posted for review on Riverside's website, to be used along with the full 2016-2018 Planning Document.

Six Prioritized Strategic Areas

The MAPP process used by the Partnership for a Healthy Community allowed the community partners to identify six areas of priority to improve residents' health. For reference, these are listed below in alphabetical order.

- I. **Access to Care**
- II. **Chronic Disease**
- III. **Education and Employment**
- IV. **Mental Health and Substance Abuse**
- V. **Teen Pregnancy, Infant Mortality, and STDs**
- VI. **Violence and Safety**

I. Access to Care update

- Epic system installed: Riverside successfully installed and implemented Epic systems January 1, 2016. One key feature of Epic is MyChart, which allows patients web portal access to their health information. At the conclusion of 2016, Riverside MyChart users exceeded 8,400 and continues to grow steadily.
- Riverside Immediate Care Sites: Riverside continues to operate these services in Kankakee (East Court St), Bourbonnais Wal-Mart, Dwight, Monee, Manhattan (new in 2016), Coal City, and Gilman.
- Emergency Department Enhancements: Riverside added the CareNet radio system to aid in better communication.
- Ambulance Services and Partnerships: Riverside added Cullom, Kempton and Cabery to its ambulance network.
- Riverside accreditations: Riverside was successfully re-designated a Magnet Hospital in 2016 and maintained all other listed accreditations.

- Hospitalists: Riverside added a number of Hospitalist groups to maximize quality and efficiency of care for our patients. Those groups are:
 - University of Chicago Pediatricians: Beginning in August, Riverside Medical Center began 24/7 coverage with onsite U of C Pediatricians for children in the inpatient care setting, for births that have elevated risk, and for Emergency Department consults as needed.
 - University of Chicago Heart Surgeons: Beginning December 1, U of C began providing onsite heart surgeons to maintain heart surgery continuity and ever-improve quality as the previously employed surgeons concluded their work at Riverside.
 - AIM Hospitalists: Beginning October 1, Riverside changed its inpatient hospitalist group to AIM
 - Intensivist program: Riverside now utilizes an inpatient hospitalist program for patients in the ICU which has dramatically reduced the time a patient is in the ICU care setting.
 - Neuro Hospitalists: Riverside now employs two neurohospitalists to deliver efficient and high quality care in the inpatient setting for patients with neurological conditions. In addition to better care for those in the inpatient setting, this allows for Riverside Neurologists in the outpatient setting to more quickly see patients in their clinic.

- Physician Recruitment: In total, Riverside Medical Group recruited and hired 20 new providers in primary and specialty care to increase ease and accessibility for healthcare in our community bringing the total group to 131.
- Language Solutions System: In accordance with the Affordable Care Act, in 2016 Riverside adopted the language accessibility statement and deployed the associated resources to enable ease and accessibility to health care by all.
- Healthcare Education and Training: At Riverside 4,070 area students received training in the past calendar year at Riverside—a 26% growth over prior year.
- YWCA Kankakee Clinic launch: In March 2016, Riverside Healthcare opened a pediatric specialty clinic inside the YWCA Kankakee. Open on weekdays, this clinic provides families with access to a nurse practitioner specializing in pediatric care and wellness care. The clinic includes a walk-in health, education, screenings, first-time visits, medical and wellness exams and general pediatric healthcare. Since opening, families seen at the clinic have reduced their emergency room visits by 70%.

II. Chronic Disease Update

- Rush-Riverside Cardiovascular Institute: In 2016, Riverside added two new cardiologists, one an interventional cardiologist, to the medical staff to improve accessibility to the specialty. In addition, the Institute was renamed The Riverside Heart and Vascular Institute and combined previously separate offices to one location on the Kankakee campus to minimize patient confusion, and maximize efficiency and patient accessibility.
- Riverside's Heart Failure Clinic: More than 100 patients are actively seen in the Clinic, an increase from 2015.
- Home Health Care: Event examples for 2016 were on the topics of Cancer, Wound Treatments, COPD, Coronary Artery Disease, The Importance of Vitamin D, Palliative Care and Diabetes. The Home Based Chronic Disease Management Program was issued licensure by IDPH as a home health program. This program admits patients with chronic illnesses who benefit from being followed by a nurse, but who no longer meet the strict criteria for third party (Medicare and other) reimbursement.
- Diabetes Wellness Center: Services for Diabetes were expanded to Riverside's Wilmington site in 2016. In addition, Riverside hosts a monthly Diabetes Support Group, launched DSMT and MNT services in Wilmington, received a Kankakee Health Dept grant to launch a CDASH Diabetes Prevention Program, developed a collaboration with U of I on a diabetes-related research study, trained staff from five schools on the management of children with diabetes, and provided education as part of the Health Forward Program. For National Diabetes Month, Riverside offered a series of weekly events which included a cooking demo, panel discussion, diabetes 101 lecture, and discussion on skin care with diabetes/wound center presented. Riverside also assisted in the MACRA initiative.
- Other Activities Related to Chronic Disease:
 - A glucose management system called Glytec was added to Riverside's inpatient care setting to constantly manage and bring consistency to the glucose level of patients
 - Wound Care: Additional staff received Wound Care Certifications, and services were extended to Watseka.
 - Inotropic Infusion: For those that qualify with Stage D/ Class 4 heart failure, an evaluation occurs every three months by the Heart Failure team with oversight by the prescribing cardiologist, which documents cardiac symptoms and the continuing response and need for therapy.
- Childhood Obesity: Numerous speaking engagements were completed for students, their parents and families at school functions in Bourbonnais, Bradley, Limestone, Herscher and Bonfield. In addition, Programs were presented at St. George for a MOPs group and an outdoor program at a church in Pembroke with Dr. McCuiston. There is a regular monthly program at the Coal City Library which is well attended. Hand-out materials are offered in English and Spanish at health fairs.

- Riverside Walking Paths: A second .5 mile path was completed on Riverside’s Kankakee Campus and an additional sidewalk was constructed along Butterfield Trail to advance the next walking loop. In addition, construction for the Trails Initiative for the Community began and will be completed in 2017.
- Riverside Medical Center overall quality Awards 2016:
 - Truven Health 50 Top CARDIOVASCULAR Hospitals®
 - Truven Health 100 Top Hospitals® *Seven-Time Recipient!*
- Healthgrades Distinguished Hospital Award for Clinical Excellence™ for 3 years in a row (2014–2016) placing us among the Top 5 percent of hospitals nationwide for clinical performance
- Healthgrades America’s 100 Best Hospitals for Cardiac Care™ (2017)
- Riverside Medical Center Cardiac quality Awards 2016:
 - Five-star recipient for Treatment of Heart Failure for 4 years in a row (2014–2017)
 - Five-star recipient for Defibrillator Procedures for 2 years in a row (2016–2017)
 - Five-star recipient for Treatment of Heart Attack (2017)
 - Five-star recipient for Coronary Intervention Procedures (2017)
 - Five-star recipient for Valve Surgery (2017)
- Riverside Medical Center Critical Care Quality Awards 2016
 - Five-star recipient for Treatment of Sepsis for 5 years in a row (2013–2017)
 - Five-star recipient for Treatment of Respiratory Failure for 8 years in a row (2010–2017)
 - Five-star recipient for Treatment of Pulmonary Embolism for 3 years in a row (2015–2017)
- Riverside Medical Center Gastrointestinal Quality Awards 2016
 - Five-star recipient for Colorectal Surgeries for 4 years in a row (2014–2017)
 - Five-star recipient for Treatment of Pancreatitis (2017)
- Riverside Medical Center Neurosciences Quality Award 2016
 - Five-star recipient for Treatment of Stroke for 8 years in a row (2010–2017)
- Riverside Medical Center Pulmonary Quality Award 2016
 - Five-star recipient for Treatment of Pneumonia for 3 years in a row (2015–2017)
- Riverside Medical Center Orthopedic Quality Awards 2016
 - Five-star recipient for Total Knee Replacement for 10 years in a row (2008–2017)
 - Five-star recipient for Hip Fracture Treatment for 6 years in a row (2012–2017)

III. Education and Employment Update

- CHEE: As 2016 concludes, the funding for the office and staff for CHEE has ceased but the program it began in Kankakee Schools 111 has been adopted by the school district to continue to implement, connecting High School Education with college and career paths that lead to an employable workforce for local industry. While the vision to

extend this program to additional school districts in the community has paused for now, the program's adoption by Kankakee District 111's leadership and staff is encouraging for continued progress.

- Riverside Employment Awards for 2016:
 - Riverside Healthcare was named as one of the 100 Healthiest Workplaces in America by Healthiest Employers, LLC from over 5,000 applicant organizations for the second consecutive year.
 - Riverside was named a finalist for Illinois' Healthiest Employers by health analytics provider Springbuk Inc. in association with Crain's Custom Media.
 - Riverside has been named as one of the 150 Great Places to Work in Healthcare by Becker's Hospital Review since 2012.
 - Riverside Medical Center, the area's only Magnet designated Hospital, attained Magnet re-designation in 2016. Magnet is the highest distinction recognizing healthcare organizations for quality patient care, nursing excellence and innovations in professional nursing practice. The American Nurses Credentialing Center (ANCC) has recognized only 448 Magnet-designated hospitals worldwide.

IV. Mental Health and Substance Abuse Update

- Psychiatric Services: Frankfort Terrace was added as an agency site.
- Other activities:
 - Riverside offered \$5,000 of support to the County's Sherriff's Department for purchase of Narcan, an overdose-reversal medicine being used by first responders to prevent the rising epidemic of opioid related overdose deaths.
 - Program support for Jerome Combs Detention Center
 - Program support for Kankakee Area Probation Office

V. Teen Pregnancy, Infant Mortality, STDs

- Pediatric Hospitalist program: Beginning in August, Riverside Medical Center began 24/7 coverage with onsite U of C Pediatricians for children in the inpatient care setting, for births that have elevated risk, and for Emergency Department consults as needed.
- Riverside began early recognition and treatment of Hypertension in pregnancy and Perinatal hemorrhage
- During 2016, the communities lost some OB/GYN providers, plans are in place to add additional ones for 2017.

VI. Violence and Safety

- Parent Education: The programs listed in the initial plan were completed in 2016.
- Riverside is currently represented on the Board of Harbor House by its Emergency Services Director, Kathy O’Grady.
- Sexual Assault/Human Trafficking: Riverside Medical Center posts human trafficking help signage in English and two other most common languages in inconspicuous locations with instructions on how to ask for help.
- Wait to Text: As a Level II Trauma Center, Riverside has a responsibility to the community we serve to provide trauma prevention activities. Texting and driving is a potentially preventable trauma patient. Riverside targeted the novice driving group because today’s teenagers have literally grown up with their cell phones. Riverside’s Emergency Preparedness Director attended the driver’s education programs in area high schools to educate them through a lecture that contains videos, pictures, and facts to make the students stop and think before using their cell phones while driving. If the students at the end of the lecture state that they won’t text and drive they get a parting gift of a thumb band that says “W8 2 txt”.

Conclusion:

Questions regarding this document, the included updates, and any additional items related to Riverside’s commitment to the Community’s Health Needs can be directed to the Vice President of Institutional Advancement at 815-935-7502.