

2021 Community Benefit Report (FY20 DATA)



ADVANCING THE HEALTH OF OUR COMMUNITIES

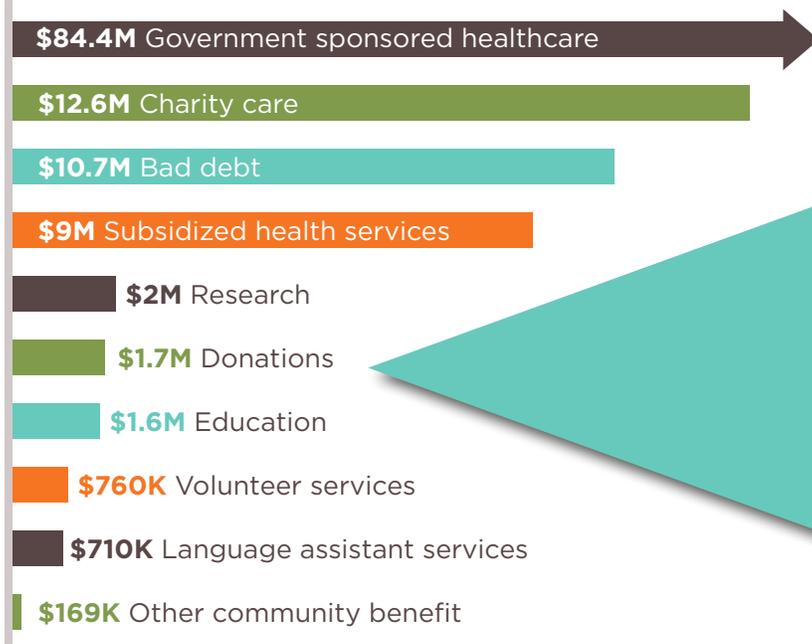
As a national pandemic swept over our communities and our country this past year, the Edward-Elmhurst Health mission - to advance the health of the communities we serve - was front and center, perhaps more than ever before. Hospitals were called upon and challenged to care for those who were sick, to prevent the COVID-19 virus from spreading and to help community residents separate fact from fiction.

Despite the constant challenges and uncertainties brought upon by the COVID-19 pandemic, EEH remained steadfast and committed to providing safe, seamless and personal care throughout our community.

The year before the pandemic hit, EEH sponsored a series of internal and community stakeholder forums to complete a Community Health Needs Assessments (CHNA) to identify, prioritize and address health issues in our service area. During the process, we reviewed county-specific CHNA information and established recommendations for a joint CHNA and three-year implementation strategy. Although the COVID-19 pandemic became an urgent priority, EEH was able to continue to address CHNA priorities throughout FY20.

\$123.6 million total community benefit

Contributed by Edward-Elmhurst Health in FY20
(July 2019 - June 2020)



FY20-FY22 COMMUNITY HEALTH IMPLEMENTATION PLAN KEY PRIORITIES



CHRONIC DISEASE
(obesity/diabetes, cancer,
heart disease/stroke)



BEHAVIORAL HEALTH
(mental health, substance
abuse, adolescent
depression and suicide)



**ACCESS TO
PRIMARY CARE AND
COMMUNITY RESOURCES**
(including provider supply
and availability, financial
access and health literacy
around how we seek care)

COVID-19 RECAP

While EEH continued to address our key focus areas throughout FY20, the COVID-19 pandemic became an urgent priority. Extraordinary work was done to educate, provide essential healthcare services, and encourage hope to the community. It is testament to the strength of our organization that we were able to quickly mobilize hundreds of managers and physicians and thousands of employees to ensure an effective response within the community, to include:

- ▶ **COVID-19 Testing** - In FY20, EEH was committed to developing and expanding internal testing capabilities and provided **41,143** COVID-19 tests to the community.
- ▶ **Community Communication** - EEH established a community-facing COVID-19 site on EEHealth.org which continues to provide regular updates. Through the end of FY20, there were **274,125** unique page views specifically related to COVID-19. We also kept the community up-to-date on COVID-19 through various media channels including radio, television, print, e-blasts, blogs, social media, community town halls.

- ▶ **Expansion of virtual access to care** - To ensure access to care and the safety of our patients and staff while stay-at-home orders and social isolation protocols were in place, we rapidly expanded our virtual health capabilities to include **Eleanor** - a virtual chatbot to direct patients to the most appropriate level of care, virtual visits (including e-visits, telephone and video visits), and remote monitoring.



COVID-19 drive-up testing site at the EEH Corporate Center in Warrenton

- ▶ **Patient Experience** - Throughout the pandemic, we remained committed to person-centered care, despite visitation restrictions. The Patient Experience team made efforts to **combat social isolation** by establishing dedicated phone lines and video-based technology for family members, encouraging families to send personal items and photographs to help patients feel at home, and conducting comfort calls to patients in isolation.
- ▶ **Moments of Hope** - As difficult as this pandemic has been, there have also been moments of optimism and hope. Our **Daffodil Program** provided an uplifting representation of those winning the fight against COVID-19. For every patient discharged from the hospital to continue their recovery at home, a decorative daffodil was “planted” on the lawn in their honor- symbolizing rebirth and new beginnings.



ACCOMPLISHMENTS FOR FY20 INCLUDE

ACCESS TO HEALTHCARE SERVICES

- ▶ **Nearly \$900K** contributed to the DuPage Health Coalition to assist with four key programs – Access DuPage, Silver Access, Dispensary of Hope, and Women’s Health Navigation Services.
- ▶ **Over \$12.5M** in financial assistance to qualified uninsured and underinsured patients.
- ▶ **40+** additional primary care physicians and advance practice providers were recruited, increasing healthcare provider access throughout the community.
- ▶ **134K** Medicaid and Medicare visits provided by the primary care provider network, representing 34% of total primary care visit volume.

ADDRESSING OBESITY/DIABETES AND OTHER CHRONIC DISEASES

- ▶ **Nearly 15K** visits occurred between our two Medical Weight Loss Clinics.
- ▶ **Average weight loss of 7.5%** across all participants in free Jumpstart Your Health weight management and diabetes prevention program.
- ▶ **Nearly 700** community members attended Why Weight informational seminars.
- ▶ **Over 750** community members reached with the WeightAware online assessment tool.
- ▶ Made progress in childhood obesity treatment with newly established **PPD Childhood Obesity Specialist** and launch of **EEH Healthy Driven Families web page**. [Learn more](#).

DIVERSITY, EQUITY AND INCLUSION

- ▶ The EEH Diversity, Equity and Inclusion Council continued its efforts to proactively address issues related to diversity, equity and inclusion. The Council aims to increase diversity within EEH leadership and governance, improve cultural sensitivity within the organization, and promote the use of race, ethnicity and language (REAL) data to eliminate disparities in health care. One example of an initiative completed in FY20 was the **Sexual Orientation and Gender Identity cultural competency training** to ask for sex, gender and preferred name data from patients.

ACCESS TO BEHAVIORAL HEALTH SERVICES

- ▶ Linden Oaks Medial Group (LOMG) added **ten advanced practice providers** and **eight counselors** to provide more access to mental health services.
- ▶ LOMG counselors began offering video visits to improve access to care during COVID-19. **Nearly 25,000 video visits have been conducted.**
- ▶ The **Plainfield Medical Office Building and Mokena sites were expanded** to accommodate tremendous growth in outpatient needs.
- ▶ Launched **Nicotine Vaping Cessation** and **Trauma Recovery** – two programs implemented specifically for adolescents in our community.

ADDRESSING THE OPIOID INITIATIVE

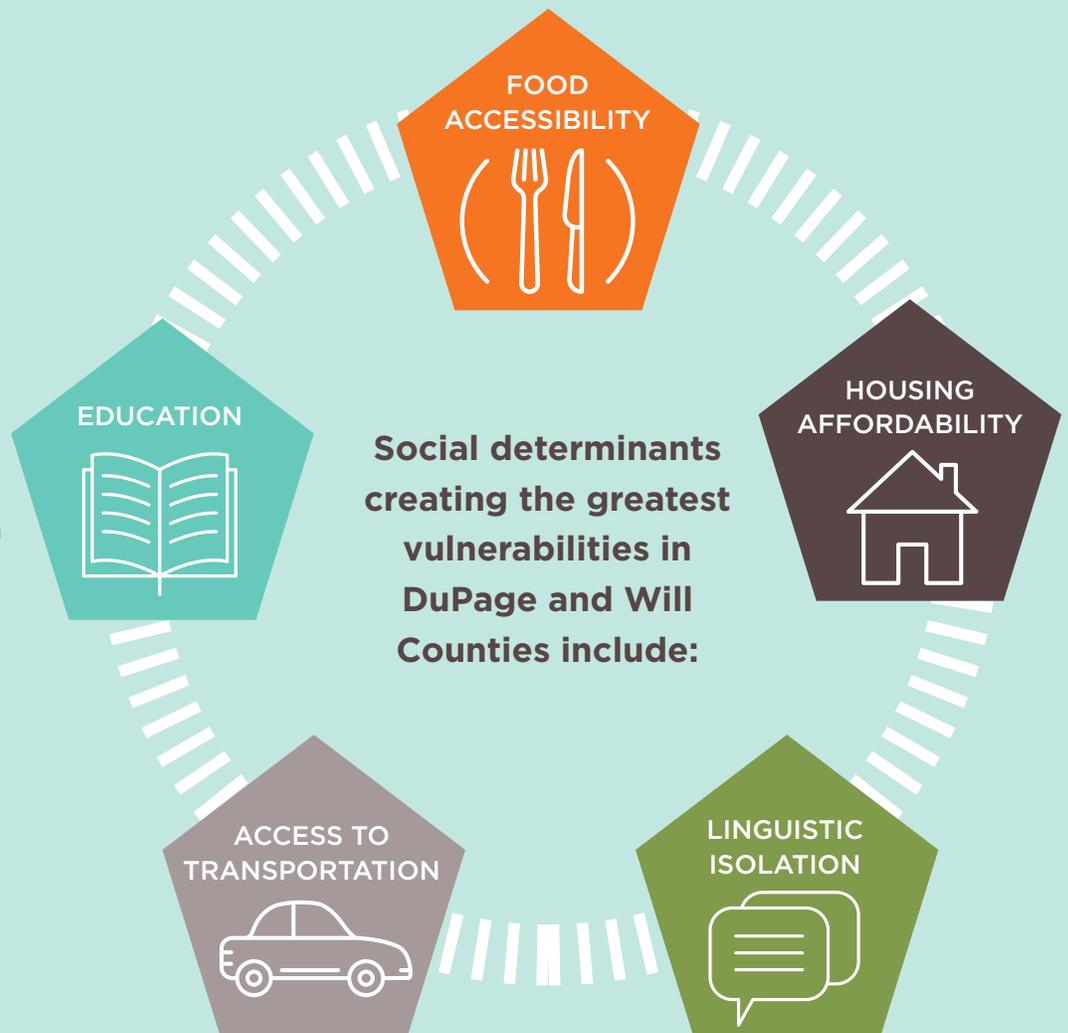
- ▶ EEH became **one of only five organizations in Illinois** to implement the Midwest Alternative to Opioids (ALTO) treatment guidelines in the Edward and Elmhurst emergency departments. As a guiding principle, opioids will only be administered in emergency rooms as a second-line treatment for certain conditions after effective non-opioid alternatives have been exhausted.
- ▶ Launched systemwide Detera initiative to provide **30,000 free in-home medication disposal options** for patients and community members.
- ▶ **Partnered with community organizations**, including Haymarket and Gateway, to assist with the transitions of care for underserved populations that present to the EEH EDs with an identified opioid disorder.



ADDRESSING SOCIAL DETERMINANTS

Health systems traditionally focus most of their resources on providing clinical care, but evidence has shown that underlying social determinants of health (SDOH), individual health behaviors, and the physical environment all play a role in the overall health status of communities. Studies indicate that social determinants and other non-medical factors can account for up to 80% of health outcomes which is why addressing the social determinants has become a top priority for EEH.

During the most recent CHNA and implementation strategy planning process, EEH identified an opportunity to improve the systematic identification of patients with SDOH issues and the referral process to community-based organizations. In calendar year 2020, processes and protocols were developed across the inpatient and ambulatory setting to prepare for the launch of the new model embedded within the Epic electronic medical record.



TO LEARN MORE ABOUT HOW EDWARD-ELMHURST HEALTH IS ADDRESSING THE HEALTH NEEDS OF OUR COMMUNITY, PLEASE VISIT [EEHEALTH.ORG/ABOUT-US/COMMUNITY-BENEFIT](https://eehealth.org/about-us/community-benefit).

Healthy Driven™
Edward-Elmhurst
HEALTH