



	<ul style="list-style-type: none"> <li>Invest in and modernize the Rockton campus in order to serve the needs of west-side residents</li> </ul>	<ul style="list-style-type: none"> <li>Maintain robust emergency services</li> <li>Medical/Surgical units recently renovated, completed May 2020</li> <li>New endoscopy center under development with completion scheduled for 2020/2021</li> <li>Subacute unit currently under development with completion scheduled for 2020/2021</li> <li>Improvements to the Behavioral Health Unit for 2020</li> </ul>
	<ul style="list-style-type: none"> <li>As the main provider of pediatric services in the community, continue to develop and offer state-of-the-art pediatric programs and services</li> <li>Provide free dental, immunization, depression, and well child screening and acute care services to uninsured and under-insured children through the Ronald McDonald mobile unit</li> <li>Provide hospital surgical dentistry services to pediatric and developmentally disabled patients requiring more extensive dental work as identified via the Ronald McDonald program</li> </ul>	<p>See Women and Children's section – pg. 6</p> <ul style="list-style-type: none"> <li>Coverage provided to Winnebago, Boone, Ogle, Lee, and Stephenson Counties in Illinois, and Rock County, Wisconsin</li> <li>12,281 visits conducted 2003-2019</li> <li>9,999 children served and \$2,337,193 in free care provided 2003-2019</li> <li>3,266 immunizations from 2003-2019</li> <li>251 dental cases in 2019</li> </ul>
	<ul style="list-style-type: none"> <li>Provide free breast health services to un- and under-insured women through partnership with A Silver Lining Foundation</li> </ul>	<ul style="list-style-type: none"> <li>Diagnostic screens and related procedures have been provided since program inception in 2012</li> <li>Program expanded to Bridge Clinic patients (offered one time/month at Rockton Avenue Mammography Department)</li> </ul>
	<ul style="list-style-type: none"> <li>Develop comprehensive multidisciplinary lung service designed to detect and treat lung cancer at earlier stages and reduce lung cancer mortality. Program includes the following: <ul style="list-style-type: none"> <li>Low dose radiation lung screening to high risk individuals</li> <li>Smoking cessation services</li> <li>Nodule clinic</li> <li>Navigational bronchoscopy</li> <li>Minimally invasive thoracic services</li> <li>Medical Oncology services</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>High risk patient screening protocol implemented</li> <li>Smoking cessation program developed and implemented</li> <li>Navigational bronchoscopy services implemented</li> <li>Cancer infusion center developed</li> </ul>

	<ul style="list-style-type: none"> <li>Continue to advance services around the early identification and treatment/intervention of strokes <ul style="list-style-type: none"> <li>DNV Comprehensive Stroke Center to offer 24/7 in-house interventional capabilities</li> </ul> </li> <li>Provide education to community to improve public awareness around early detection</li> </ul>	<ul style="list-style-type: none"> <li>Joint Commission Certified Primary Stroke Center at Rockton campus</li> <li>Comprehensive Stroke Center certification at Riverside campus</li> <li>Established a stroke specialty unit at the Rockton campus</li> <li>2 events per year; smaller presentations at senior living centers, church groups, etc.</li> </ul>
	<ul style="list-style-type: none"> <li>Offer a wide array of community educational health and screening programs</li> </ul>	<ul style="list-style-type: none"> <li>Wesley Willow monthly presentations</li> <li>Various educational services and screening programs offered</li> <li>Provide educational presentations on a wide variety of health topics</li> <li>Provide screenings at community events like expos, fairs, Rockford City Market.</li> <li>Offer various free screenings throughout the year.</li> </ul>
<b>Improve behavioral health status of community members</b>	<ul style="list-style-type: none"> <li>Continue to provide inpatient and outpatient behavioral medicine services to area residents</li> </ul>	<ul style="list-style-type: none"> <li>Adult Psychiatric inpatient services</li> <li>Outpatient Psychiatric Medication Management Services</li> </ul>
	<ul style="list-style-type: none"> <li>Proactively identify individuals at high-risk for mental health disorders at early stages of illness in order to provide early intervention and treatment.</li> <li>Maintain social worker services to assist with adult and pediatric mental health issues</li> </ul>	<ul style="list-style-type: none"> <li>Depression screening tool administered to following: <ul style="list-style-type: none"> <li>All adults over the age of 18 on an annual basis via primary care and obstetrician physician practices</li> <li>All perinatal and postpartum obstetrical patients via obstetric and pediatric practices are screened for 1 month post-delivery</li> <li>All teenagers via primary care and pediatric physician practices are screened at annual visit</li> <li>Psychiatric assessment performed in ED to properly identify level of care necessary and provide education, information and/or appropriate referrals to Mercyhealth or community Behavioral Health programming</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>• Improve the behavioral and overall health status of the elderly population by working closely with individuals, their families and various community resources to keep individuals in their homes.</li> <li>• Maintain and promote the Mercyhealth at Home health service as a resource to individuals and family members</li> </ul>
<p><b>Improve the health status of individuals with chronic illnesses and promote healthy lifestyles through educational offerings</b></p>	<ul style="list-style-type: none"> <li>• Collaborate and foster engagement with patients and families through the Medicare ACO and through the patient-centered medical home model to proactively manage and improve the chronic disease state of our patients</li> <li>• Continue Medicare ACO Wellness visits to proactively manage health of Medicare patients</li> </ul>	<ul style="list-style-type: none"> <li>• All patients seen in Emergency Department and Urgent Care identified and screened by nursing care coordinator who follows up with patient and ensures patient scheduled with primary care physician in appropriate time frame</li> <li>• After visit summary with documented care plan and health goals provided to each patient and family</li> <li>• Cardiac support group held at Rockton Ave campus on the 4<sup>th</sup> Wednesday of every month</li> <li>• Stroke and diabetes education provided through online classes, social media; educational articles and media interviews</li> <li>• Protocols/guidelines continue to be implemented</li> </ul>

	<ul style="list-style-type: none"> <li>Maintain clinical team to work with selected nursing home patients to ensure appropriate transitional care and manage and provide interventions as necessary for various acute and chronic diseases</li> </ul>	<ul style="list-style-type: none"> <li>To continue working with designated partner nursing homes</li> <li>Monitor admission and readmission rates by nursing home</li> </ul>
	<ul style="list-style-type: none"> <li>Through Mercyhealth at Home, established In home CHF telemonitoring program providing services to improve the health status of individuals with chronic disease living at home</li> </ul>	<p>Non-invasive ventilator program established for patients with COPD</p> <ul style="list-style-type: none"> <li>Utilizing NIV non-evasive ventilators</li> </ul>
	<ul style="list-style-type: none"> <li>Maintain a multidisciplinary palliative care services for adults to formulate plans of care, identify resources, and provide support for both patients and families for various chronic and acute diseases.</li> </ul>	<ul style="list-style-type: none"> <li>Provide inpatient services:</li> <li>Guidelines for newborn/infant Palliative and Comfort care team</li> <li>Adult inpatient Palliative Care services</li> <li>Supportive care for pain management, patient functional status, quality of life, disease process education, informed choices, address advance directives and bereavement support</li> </ul>
<b>Improve the health of patients with specific needs, including geriatric health needs and substance abuse</b>	<ul style="list-style-type: none"> <li>Geriatric services</li> <li>Alcohol and Substance Abuse</li> </ul>	<ul style="list-style-type: none"> <li>Monitor number of community events and health fairs where geriatric services can be promoted</li> <li>Monitor number of community events and health fairs where information regarding health consequences of alcohol and substance can be promoted</li> </ul>
<b>Reduce likelihood of opioid addiction beginning and/or continuing</b>	<ul style="list-style-type: none"> <li>Monitor opioid prescribing among physicians</li> <li>Offer provider education</li> <li>Offer addiction counseling</li> </ul>	<ul style="list-style-type: none"> <li>Review regular reports to look for outlier prescribers</li> <li>Monitor number of educational courses offered</li> </ul>
<b>Maintain active involvement in Vermont Oxford Collaborative (VON) to promote quality outcomes in the NICU</b>	<ul style="list-style-type: none"> <li>Active member of Vermont Oxford Collaborative (VON) for over 20 years.</li> </ul>	<p>Current Bundles include:</p> <ul style="list-style-type: none"> <li>Reducing Chronic Lung</li> <li>Improve communication and team work in the NICU</li> <li>Brain Injury and whole body cooling protocols</li> </ul>

<p><b>Maintain commitment to the women and children of this community as a provider of comprehensive tertiary services (including perinatal, maternal, and neonatal services and ensure excellent outcomes for mothers, and infants.</b></p>	<ul style="list-style-type: none"> <li>• Remain the State of Illinois Regional Perinatal Center for 11 counties, meeting all quality measures as defined by IDPH.</li> <li>• Participate in current ILPQC (Illinois Perinatal Quality Collaborative) initiatives including the current Promoting Vaginal Birth for low risk first pregnancy women. Also maintaining the Hypertension Bundle, this assesses quick response to increased blood pressures of peripartum mothers. Also Maintaining in the Neonatal Abstinence Syndrome (NAS) bundle which focused on both pharmacologic and non-pharmacologic interventions for babies born of addicted mothers</li> </ul>	<ul style="list-style-type: none"> <li>• Participate in Hypertension bundle and are in the maintenance portion of the program</li> <li>• Participating in wave 2 of the NAS bundle</li> </ul>
<p><b>Maintain active involvement in Vermont Oxford Collaborative (VON) to promote quality outcomes in the NICU</b></p> <p><b>Provide job training and employment opportunities to disabled young adult community members</b></p>	<ul style="list-style-type: none"> <li>• Active member of Vermont Oxford Collaborative (VON) for over 20 years.</li> </ul> <p>In collaboration with the Illinois Department of Human Services and RAMP, a Rockford not-for-profit organization devoted to improving the lives of individuals with disabilities, establish the Project SEARCH program with Mercyhealth Rockton Avenue as the host business</p>	<p>Current Bundles include:</p> <ul style="list-style-type: none"> <li>• Reducing Chronic Lung</li> <li>• Improve communication and team work in the NICU</li> <li>• Brain Injury and whole body cooling protocols</li> </ul> <p>Program is in its third year:</p> <ul style="list-style-type: none"> <li>• 2018 – 11 students graduated, 10 employed.</li> <li>• 2019 – 12 students graduated, 10 employed</li> <li>• 2020 -11 students graduated, 3 employed</li> </ul> <ul style="list-style-type: none"> <li>• School districts include Belvidere, Harlem, Ogle, and Rockford</li> </ul>

<p><b>Response to COVID-19 to effectively care for the needs of our community and to ensure up-to-date education and preparedness during a pandemic</b></p>	<p>Provide alternative education to Emergency Medical Services (EMS) personnel</p> <ul style="list-style-type: none"> <li>• Coordinate with local, regional and state organizations regarding EMS surge planning, response, and information sharing</li> <li>• Enhanced safety and treatment protocols by our EMS System and the REACT air medical critical care transport program</li> <li>• Expanded telemedicine services to increase virtual access for our patients and allow EMS crews to be available for those with critical illnesses during pandemic</li> <li>• Enhanced education and universal precautions updates for EMS crews during this pandemic to ensure safety of first responders as well as safety to patients</li> <li>• Expanded COVID 19 response, screening, and effective transport of patients suspected of or confirmed for COVID-19 by EMS Crews and Public Service Answering Points (911 Operators) to provide early identification to EMS crews and receiving facilities and appropriate transport to Emergency Dept.</li> </ul> <p>SAFE CARE COMMITMENT: Reassure patients that Mercyhealth has taken extra safety precautions to ensure the health and safety of our patients is our top priority</p> <ul style="list-style-type: none"> <li>• Enhanced Cleaning</li> <li>• Masking</li> <li>• Screening</li> <li>• Social Distancing</li> </ul>	<ul style="list-style-type: none"> <li>• Multiple EMS providers have been credentialed to function by the Mercy EMS Medical Director to ensure continuity of the Emergency Medical System.</li> <li>• Frequent communication between EMS leadership and the Mercyhealth Pre-hospital and Emergency Services Center to provide real time updated information</li> </ul> <ul style="list-style-type: none"> <li>• Internal Marketing Campaigns - Safe Care Commitment: banners; elevator fliers; E-newsletter; leadership and all employee emails</li> <li>• Provider videos – numerous physicians creating social media videos to address COVID 19 concerns and questions</li> <li>• Community Education on “How to Safely Wear a Mask” - video created; social media and website post</li> </ul>
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