

MERCYHEALTH ROCK COUNTY
COMMUNITY BENEFIT PLAN
2020-2023 IMPLEMENTATION PLAN

Strategic Objective: Based on priorities established by an in depth study conducted in and about Rock County, Mercyhealth will develop and implement a multifaceted community benefit plan to improve the overall health and well-being of residents in the primary service area.

STRATEGIES	TACTICS	MEASURE/STATUS
<p>Improve the health of patients with mental health, substance abuse and alcohol abuse issues through increased access to education and care for these patients</p>	<p>Access:</p> <ul style="list-style-type: none"> ▪ Continue to develop and offer various access sites and programs for mental health, substance abuse and alcohol abuse treatment ▪ Implemented Urgent Clinic – appointments (within seven days) for patients discharging from the Behavioral Health Unit 	<ul style="list-style-type: none"> ▪ Mental health, substance abuse and alcohol abuse services currently offered in Rock County by Mercyhealth (Behavioral Health Services): <ul style="list-style-type: none"> ▪ Janesville: <ul style="list-style-type: none"> ▪ Adult day treatment for addictions ▪ Adult day treatment for mental health ▪ Child and adolescent day treatment ▪ Inpatient, hospital based mental health and detoxification care ▪ Outpatient, clinic-based addictions counseling ▪ Outpatient, clinic-based mental health counseling (3 locations) ▪ Beloit: <ul style="list-style-type: none"> ▪ Outpatient, clinic-based mental health counseling ▪ Evansville: <ul style="list-style-type: none"> ▪ Outpatient, clinic-based mental health counseling ▪ Milton: <ul style="list-style-type: none"> ▪ Outpatient, clinic-based mental health counseling
	<p>Health improvement and education:</p> <ul style="list-style-type: none"> ▪ Continue to monitor current Mercyhealth Behavioral Health programs and modify locations, services and other needs as necessary 	<ul style="list-style-type: none"> ▪ Mercyhealth Child and Adolescent Day Treatment continue services in their improved facility ▪ CADT is now able to offer 3 groups in the morning and 3 groups in the afternoon running simultaneously for children and adolescents

	<ul style="list-style-type: none"> ▪ Partner with local agencies to provide education and support for patients and families living with mental health, substance abuse and/or alcohol abuse issues ▪ Host a services of three Youth Mental Health First Aid workshop <p>Eating Disorders</p>	<ul style="list-style-type: none"> ▪ Quarterly BHU staff performs education and training to the Medical floor RN's regarding Patients with Alcohol Withdrawals. ▪ Dr. Curtis provides alcohol withdrawal training at Mercy South for Residents beginning January 30, 2020 ▪ Added Behavioral Health Response Team (BERT) to review difficult BH patients on medical floor ▪ Continue to host and provide speakers for CIP and CIT training by NAMI for law enforcement and community professionals/clergy and the public ▪ Number of partnerships and community events and initiatives ▪ Create support groups with local agencies for families of and recovering addicts ▪ Partner with NAMI for fundraising events, including "Family to Family" program ▪ BHU leadership attends and collaborates with law enforcement, area hospitals, NAMI and Rock County Crisis at County Wide CIT meetings ▪ Partner with the Janesville Police Department to be sure all patients are communicated with in the same manner <ul style="list-style-type: none"> ▪ Provide CME to Medical Staff on assessment and treatment resources ▪ Support "Project Maria" initiative and distribute eating disorder materials
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	<p>Suicide Prevention</p> <ul style="list-style-type: none"> ▪ Provide Mental Health and Substance use/withdrawal education to community partners and groups ▪ Provide education to Healthcare/Medical Staff on assessment and treatment resources 	<ul style="list-style-type: none"> ▪ Sponsor the Suicide WALK in collaboration with NAMI for the past 4 years running ▪ Manager of BH provided education to daycare providers on Early Childhood anxiety ▪ Clinic Manager spoke to local media regarding public education on Anxiety and COVID 19 Response ▪ Clinic Manager spoke to local media regarding public education on Telemedicine and Mental Health issues related to COVID 19 ▪ EAP provided education on Suicide risk in Health Care worker ▪ Means reduction (Suicide Prevention) brochure made available ▪ Fliers on medication disposal to reduce risk of overdosing ▪ Safety plans completed for patients at risk prior to leaving the hospital ED, medical floors and Behavioral Health units. ▪ BHU Manager participates in panel discussions at Faith Community Church for pastors and lay ministers, along with Veterans ▪ Annual mental health/substance use disorder training for paramedic students offered through our EMS ▪ Fall of 2019 provided 4 mental health/suicide prevention trainings to fire and rescue departments throughout Rock County ▪ Annual education on depression and suicide for all Mercyhealth RN and MA's in MLC and EDUnet ▪ Provide training for BH emergencies in RN orientation
<p>Reduce likelihood of opioid addiction beginning and/or continuing</p>	<ul style="list-style-type: none"> ▪ Monitor opioid prescribing among physicians ▪ Offer provider education ▪ Offer addiction counseling 	<ul style="list-style-type: none"> ▪ Review regular reports to look for outlier prescribers ▪ Monitor number of educational courses offered

<p>Improve the physical health of patients living in the primary service area</p>	<p>Health Education:</p> <ul style="list-style-type: none"> ▪ Support obesity and nutrition education <ul style="list-style-type: none"> ▪ Provide free health screenings at health fairs and community events ▪ Partner with local schools to provide educational programs ▪ Provide health options to employees of Mercyhealth <p>Physical Activity: Support and sponsor athletic events and other programs that promote physical activity in the community</p>	<ul style="list-style-type: none"> ▪ Monitor number of health screenings provided at health fairs and other community events ▪ Monitor number of educational programs provided at local schools ▪ Hold weekly farmer’s markets at Mercyhealth locations (as season permits) ▪ Provide weight management programming for children and adults at Mercyhealth Mall Janesville <ul style="list-style-type: none"> ▪ Partnering with local elementary schools on programs to increase physical activity and improve nutrition for students ▪ Monitor the number of athletic teams and events supported and sponsored by Mercyhealth ▪ Provide Advanced Sports Training Center Mercyhealth Janesville ▪ Hold Mercyhealth Wellness 5k Walk/Run ▪ Provide exercise services to children and adults as part of the Mercyhealth Weight Management Program ▪ Provide adult supervised exercise programming at Mercyhealth Mall Janesville
<p>Improve the long term health of the community through chronic disease prevention</p>	<p>Promote education and awareness for prevention of chronic conditions:</p> <ul style="list-style-type: none"> ▪ Participate in community health fairs ▪ Offer free screenings for certain chronic conditions ▪ Primary care physicians provide education on prevention of chronic conditions 	<ul style="list-style-type: none"> ▪ Monitor the number of community health fairs attended ▪ Monitor the number of screenings completed

	<ul style="list-style-type: none"> ▪ 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 ▪ Provide hospital surgical dentistry services to pediatric and developmentally disabled patients requiring more extensive dental work as identified via the Ronald McDonald program ▪ Smoking cessation Diabetes, Heart Disease, COPD, Hypertension: <ul style="list-style-type: none"> ▪ Increase access to education and programs through current Mercyhealth chronic disease prevention initiatives 	<ul style="list-style-type: none"> ▪ Coverage provided to Winnebago, Boone, Ogle, Lee, and Stephenson Counties in Illinois, and Rock County, Wisconsin ▪ 12,281 visits conducted 2003-2019 ▪ 9,999 children served and \$2,337,193 in free care provided 2003-2019 ▪ 3,266 immunizations from 2003-2019 ▪ 251 dental cases in 2019 ▪ Mercyhealth encourages providers to refer patients to the WI Quit line ▪ Maintain smoke-free campuses ▪ Mercyhealth Mall Diabetes Center -Janesville ▪ Mercyhealth Cardiac Fitness Center (cardiac and pulmonary rehab including comprehensive education programs, adult supervised exercise programming and weight management) - Janesville ▪ Mercyhealth Regional Heart and Vascular Center – Janesville ▪ Mercy Regional Lung Center – Janesville ▪ Mercyhealth Certified Stroke Center - Janesville ▪ Mercyhealth Mall Diabetes Support group ▪ Mercyhealth Stroke Survivors Support group ▪ Mercyhealth Janesville Advanced Heart Failure Program
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<p>Provide job training and employment opportunities to disabled young adult community members</p>	<ul style="list-style-type: none"> ▪ Partner with local and national organizations to promote and create awareness of diabetes <p>In collaboration with various school districts within Rock County and RAMP, a Rockford not-for-profit organization devoted to improving the lives of individuals with disabilities, established a Project SEARCH program with Mercyhealth Janesville location as the host business</p>	<ul style="list-style-type: none"> ▪ Sponsor booth at Rock County Fair to educate regarding sodium consumption and heart failure/blood pressure bi-monthly heart failure support group ▪ Lead health provider for the AHA Bert Blain Heart Walk ▪ Diabetes Alert Day participation ▪ Host heart health education evenings throughout the year ▪ ADA recognized educational program for diabetes self- management education and support ▪ Mercyhealth website click-thru to American Diabetes Association Type 2 Diabetes Risk Test ▪ World Diabetes Day Participation ▪ American Heart Association partnership ▪ National Stroke Awareness Month community presentations <p>Program is in its second year:</p> <ul style="list-style-type: none"> • 2018 -2019 – 6 students graduated • 2019 – 2020 -10 students graduated <p>School districts include: Beloit, Beloit Turner; Milton; Brodhead; Milton and Janesville</p>
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<p>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</p>	<p>Provide alternative education to Emergency Medical Services (EMS) personnel</p> <ul style="list-style-type: none"> • Coordinate with local, regional and state organizations regarding EMS surge planning, response, and information sharing • Enhanced safety and treatment protocols by our EMS System and the REACT air medical critical care transport program • Expanded telemedicine services to increase virtual access for our patients and allow EMS crews to be available for those with critical illnesses during pandemic • Enhanced education and universal precautions updates for EMS crews during this pandemic to ensure safety of first responders as well as safety to patients • 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. <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"> • Enhanced Cleaning • Masking • Screening • Social Distancing 	<ul style="list-style-type: none"> • Multiple EMS providers have been credentialed to function by the Mercy EMS Medical Director to ensure continuity of the Emergency Medical System. • Frequent communication between EMS leadership and the Mercyhealth Pre-hospital and Emergency Services Center to provide real time updated information <ul style="list-style-type: none"> • Internal Marketing Campaigns - Safe Care Commitment: banners; elevator fliers; E-newsletter; leadership and all employee emails • Provider videos – numerous physicians creating social media videos to address COVID 19 concerns and questions • Community Education on “How to Safely Wear a Mask” - video created; social media and website post
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