



# South Shore Hospital Community Health Improvement Plan 2023-2025



Hospitals and Communities  
Improving Health Across  
Chicago and Cook County



*Prepared by Illinois Public Health Institute*

South Shore Hospital (SSH) completed a comprehensive Community Health Needs Assessment (CHNA) that was adopted by the hospital’s Board of Directors in December 2022. The CHNA was completed in compliance with federal requirements for non-profit hospitals set by the Internal Revenue Service and enacted by the Patient Protection and Affordable Care Act. The CHNA was completed in partnership with the Alliance for Health Equity – a collaboration of over 30 non-profit hospitals in Cook County, Illinois with the aim of improving community health equity. Extensive input from community residents and stakeholders was gathered and integrated into the assessment.

The complete CHNA report is available electronically at: [https://www.southshorehospital.com/wp-content/uploads/2023/01/FINAL-South-Shore-Hospital-Report\\_30December2022.pdf](https://www.southshorehospital.com/wp-content/uploads/2023/01/FINAL-South-Shore-Hospital-Report_30December2022.pdf)

South Shore Hospital is a non-profit organization dedicated to providing the highest quality of healthcare to the South Shore community. We are committed to providing appropriate care to each individual patient, regardless of race, color, creed, and financial status. We recognize the contribution each employee makes to create an atmosphere of mutual respect and compassion for our patients and fellow employees. Cooperation is essential to achieve our philosophy of excellence in Healthcare.

South Shore Hospital’s primary service area encompasses 17 community areas and eight zip codes in the City of Chicago.

<u>Zip codes in South Shore Hospital’s service area:</u>	<u>Community Areas in South Shore Hospital’s service area</u>	
<ul style="list-style-type: none"><li>• 60649</li><li>• 60637</li><li>• 60636</li><li>• 60628</li><li>• 60621</li><li>• 60620</li><li>• 60619</li><li>• 60617</li></ul>	<ul style="list-style-type: none"><li>• Auburn Gresham</li><li>• Avalon Park</li><li>• Burnside</li><li>• Calumet Heights</li><li>• Chatham</li><li>• East Side</li><li>• Englewood</li><li>• Greater Grand Crossing</li><li>• Pullman</li></ul>	<ul style="list-style-type: none"><li>• Roseland</li><li>• South Chicago</li><li>• South Deering</li><li>• South Region</li><li>• South Shore</li><li>• West Englewood</li><li>• West Pullman</li><li>• Woodlawn</li></ul>

**Based on the CHNA findings, community input, and hospital capacity, the following significant health needs will be addressed:**

- **Behavioral Health**
  - **Mental Health Treatment and Referrals**
  - **Substance Use Disorders**
- **HIV/AIDS Treatment and Prevention**
- **Access to Care for Uninsured**

## Behavioral Health -- Mental Health Treatment and Referrals

### **Description of need**

- Mental Health provider shortages are experienced across the SSH service area.
- The rate of emergency room usage due to mental health is relatively high in SSH's service area compared to the rest of the city and varies greatly between zip codes.
- Mental health was identified as a top health issue by 42% of community resident survey respondents in SSH's service area.

### **Goal**

To increase access to treatment and education for mental health in SSH's service area in order to improve patient's quality of life.

### **Scope**

This strategy will focus on SSH's primary service area.

### **Objectives and Strategies**

#### **Objective #1: Maintain a 15-bed inpatient Geriatric Psychiatric unit**

- Budgeted volume for 2023 is 370 admissions and 3425 patient days.

#### **Objective #2: Develop and implement a 15-bed adult psychiatric unit to increase access to psychiatric care and support in-community care for residents**

- Investigate feasibility of opening a 15-bed adult psychiatric unit
- Open a 15-bed psychiatric unit

#### **Objective #3: Refer patients and community members to outpatient mental health services through community partnerships.**

### **Programs and Resources the Hospital Plans to Commit**

- Staffing of inpatient floors (nursing, nurse's aides, social workers, techs, activity therapists, program director, psychiatrists, housekeepers, security, intake coordinators)
- Outreach staff to ensure community referrals and education

### **Anticipated Impact**

- Provide inpatient psych services to approximately 370 patients a year
- Provide referral services for outpatient mental health to approximately 250 people a year.

### **Plan to Evaluate Impact**

- Average daily census of both Geriatric Psych Unit and Adult Psych Unit
- Number of people referred through the mental health outpatient program

### **Community Partners**

- Chicago Family Health Center
- Metropolitan Family Services, Southeast Chicago
- Human Resource Development Institute (HRDI) / Friend Health
- Aunt Martha's
- Alliance for Health Equity

## Behavioral Health -- Substance Use Disorders

### **Description of need**

- Overdoses related to opioid use disorder continue to increase across the city of Chicago.
- There were over 2000 opioid overdose deaths in Cook County in 2022, and African Americans make up over half of those deaths. Several communities in SSH's service area have high rates of overdose mortality compared to the City overall.

### **Goal**

Inpatient and outpatient services for substance use disorder, and referrals to community-based programs, in the South Shore community to improve patients' quality of life and understanding of substance use disorders.

### **Scope**

This strategy will focus on SSH's primary service area.

### **Objectives and Strategies**

#### **Objective #1: Maintain a 22-bed inpatient Chemical Dependency unit.**

- Budgeted volume for 2023 is 183 admissions and 1913 patient days.

#### **Objective #2: Provide community-wide outpatient substance use counseling program.**

- The hospital refers outpatient substance use counseling to Aunt Martha's South East Alcohol and Drug Abuse Center and to Dr. E. Walker's clinic
- The hospital obtained a license to open an outpatient therapy and supportive counseling program for individuals recovering from substance use disorders in 2019.

### **Programs and Resources the Hospital Plans to Commit**

- Staff for Chemical Dependency and Detox units - counselor, nursing, medical director, intake coordinator, security, housekeeping
- Staff and space for outpatient recovery support program

### **Anticipated Impact**

- Provide inpatient chemical dependency services to approximately 200 patients a year.
- Provide referral services for outpatient substance abuse counseling and treatment to approximately 200 people a year.
- Provide outpatient recovery support services such as therapy and group counseling to approximately 200 people a year.

### **Plan to Evaluate Impact**

- Average daily census of Chemical Dependency unit
- Number of people referred through to outpatient substance abuse counseling and treatment
- Number of patients seen in outpatient recovery support program

### **Community Partners**

- Aunt Martha's
- Dr. E. Walker – suboxone clinic
- County Care

## HIV/AIDS Treatment and Prevention

### **Description of need**

- There are substantial inequities in HIV incidence and prevalence across Chicago. HIV disproportionately affects individuals that identify as Non-Hispanic African American/black, young people (aged 20-29), and men who have sex with men.
- The rates of new HIV diagnoses are significantly higher for the majority of the communities in SSH's service area compared to the city overall.
- The prevalence of people living with HIV/AIDS in five of the communities within SSH's service area is higher than the rate for the city.

### **Goal**

Improve HIV/AIDS treatment and education in the South Shore community to improve patients' quality of life and understanding of disease.

### **Scope**

This strategy will focus on SSH's primary service area.

### **Objectives and Strategies**

#### **Objective #1: Increase proportion of people with HIV/AIDS in the community that are in care.**

- Maintain a clinic at 2525 E. 83<sup>rd</sup> St. to provide primary healthcare services to HIV/AIDS patients.

#### **Objective #2: Increase knowledge among community members about HIV/AIDS and the resources/services that are available for prevention and treatment.**

- Provide community-wide screening and educational services on preventive and behavioral risk factors.
- Maintain a peer coordinator and screener on staff that travels to churches, parks, assisted living facilities, and other public spaces/community-based organizations for education and screening.

#### **Objective #3: Increase touchpoints in the community where residents can get information and treatment for HIV/AIDS.**

- Distribute supplies to aid in prevention of the spread of HIV/AIDS.
- Partner with other local healthcare providers to reach population impacted by HIV/AIDS and get them into treatment.

### **Programs and Resources the Hospital Plans to Commit**

- Staffing at clinic
- Outreach staff, peer coordinator

### **Anticipated Impact**

- Provide medical treatments to approximately 300 patients/year for at least 1200 visits
- Distribute preventive supplies to approximately 600 people/year
- Provide disease screening services to approximately 100 people/year

### **Plan to Evaluate Impact**

- Number of patients treated
- Number of supplies distributed, and Number of screening tests performed

### **Community Partners**

- Dr. Parks
- Chicago Family Circle
- Chicago House
- Other hospitals and clinics
- Community partners such as parks, churches, nonprofit CBOs, social clubs, etc.

## Access to Care for Uninsured

### **Description of Need**

- Multiple participants on the South Side of Chicago mentioned barriers that impede their ability to access the healthcare system and community resources including:
  - the complexity of obtaining and keeping public benefit coverage;
  - the high cost of some private insurance plans;
  - an unequal distribution of healthcare services and facilities; and
  - poor quality healthcare options particularly for LGBTQ+ individuals and people of color.
- The percentage of uninsured in the South Shore community area was 12% from 2017-2021.

### **Goal**

Maintain and improve healthcare access for residents in the South Shore Hospital service area.

### **Scope**

This strategy will focus on SSH's primary service area.

### **Objectives and Strategies**

#### **Objective #1: Continue to provide appropriate charity care to uninsured members of the community.**

- SSH provides \$1.4M per year in health services for the uninsured

#### **Objective #2: Provide specific programs to increase access to education, screening and care as described in the other implementation strategies**

#### **Objective #3: Participate as a member of the Southside Healthy Community Organization to establish patient navigation and more effective referrals to community-based services.**

### **Programs and Resources the Hospital Plans to Commit**

- \$1.4M+ per year (actual cost) in charity care services

### **Anticipated Impact**

- Enrollment of self-pay patients into insurance and/or into plans with reasonable deductibles

### **Plan to Evaluate Impact**

- Number of self-pay patients who the financial counselor has helped obtain coverage

### **Partners**

- Illinois Managed Care Organizations (MCOs) – to aid with enrollment in public benefits or marketplace plans
- Alliance for Health Equity
- Southside Healthy Community Organization – Christian Community Health Center, Friend Family Healthcare/HRDI, Chicago Family Health Center, TCA Health, Beloved